

Extra Care Housing in Bodmin

Findings from Community Engagement Exercise conducted March – April 2019



Author: Carol Randall
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1. Introduction

This report provides a record of the Extra Care Housing community engagement activity in Bodmin, commissioned by the Cornwall Council's Extra Care team. The activity was conducted between March and May 2019.

It sets out some background information about Bodmin with a special focus on those issues especially relevant to those people aged 65 and over.

The Engagement Findings section includes a summary of the Key Recommendations for follow up activity relating to the development of Extra care Housing in Bodmin and some more specific and detailed findings.

There is a separate section detailing the engagement with the Bodmin Age Concern group and an analysis of the responses of the questionnaires completed by 39 Age Concern Friendship Club members.

The report also contains a section containing some useful supporting information. There are also the Appendices of the supporting materials that were distributed and used during the exercise.

Key Objectives of Engagement Exercise

The key desired objectives for this exercise were to:

- achieve a shared understanding of what the Council is doing in Extra Care;
- explain what Extra Care Housing is and what are the model's benefits and build a positive perception of the Extra Care Housing model within the community;
- explain why Cornwall Council is taking these actions;
- maximise the opportunity for feedback and input into the project;
- work with stakeholders to understand the demand for Extra Care locally;
- develop partnerships with stakeholders to facilitate the implementation of Extra Care housing in their locality.

Cornwall Council's Extra Care Plans

According to the Council's Adult and Social Care Draft Market Position Statement 2019-2022 the Council intends to do the following regarding Extra Care development in Cornwall.

Cornwall Council has identified that an additional 3,535 units of Accommodation with Care for Older People will be needed by 2025 to meet the predicted demand of the county's 'super-ageing' population. This challenging figure reflects provision through a number of different types of accommodation in a continuum of housing options for older people. The Council has instituted a strategic programme to start to close the gap between availability and developing need, with an initial goal of developing 750 units of Extra Care housing by 2027.

The Council's strategic programme for Extra Care housing offers four opportunities for Extra Care development.

- **Remodelling Existing Capacity** - Working with care and housing providers to modernise existing services and, where relevant, to undertake conversions to enhance Accommodation with Care schemes. Included within this is the modernisation of sheltered housing and the potential transformation of the Cornwall Care estate.
- **Establishing Strategic Partnerships** – Cornwall Council is seeking to form strategic partnerships with local and national organisations that develop (finance, plan and build) and operate (provide high quality care and housing management services) Extra Care housing provision. A strategic procurement process using competitive dialogue is underway to select partner/s.
- **Market Shaping** – The Council will use its Strategic Housing and Planning functions to ensure the new developments are 'age friendly', considering the needs of the ageing population.
- **Direct Delivery** – The Council (and commissioning partners) will explore the potential to develop existing building and land assets itself, particularly in areas where the Extra Care market is not able to respond to need/demand.

Methodology

Some support materials were produced at outset. The first was a brochure that explains what Extra Care Housing is, what the Council's Extra Care plans are and the benefits of living in Extra Care Housing. 300 copies were printed, and a soft copy of this brochure can be found at Appendix A.

300 copies of the Bodmin section of the Council's analysis of Priority areas for Extra Care Housing were printed. This can be found at Appendix B.

A questionnaire to be completed by attendees at the Age Concern meeting was also produced and 100 copies printed. This can be found at Appendix C.

The activity consisted of more than 30 meetings, some with groups of people and others on a one to one basis.

These meetings involved around 60 elderly residents of Bodmin and 52 stakeholders, including the North Cornwall MP, town and county councillors with responsibilities for Bodmin, leaders of voluntary organisations active in Bodmin, local GPs, care industry and various experts in relevant fields such as dementia. Visits were also made to Bederkesa Court and a group of interested elderly residents were also taken to visit Passmore Edwards Court, an Extra Care facility in Liskeard.

The information presented in all meetings was as contained in Appendix D – notes used for presentations. The Housing LIN video called What is Extra Care Housing? <https://youtu.be/pyocUto39yE> was also shown at all meetings.

A website at www.willowkernow.com was also set up to provide temporary support to the exercise and included information about Extra Care. All identified stakeholders, including those who chose not to attend meetings, received an email that contained a link to the website.

2. Bodmin Snapshot

Unless otherwise stated, the information in this section is taken from the Cornwall Council Bodmin Framework Plan, March 2017, the Cornwall Council Extra Care Housing Area Profile document (Appendix B) and the Cornwall Council Extra Care Housing Mid Cornwall Locality Local Insight Profile Document

Location

The main urban area is Bodmin Town which is located on the western fringes of Bodmin Moor. Outside of the Town the area is largely rural and is made up of seven parishes; Blisland, Lanivet, Cardinham, Bodmin, Withiel, Helland and Lanhydrock. The area classification is 7.3% town/urban and 92.7% rural.

Bodmin is well located in the heart of Cornwall, on the A30 and A38. It is an approximately 30-minute drive from Truro, 20 minutes from Newquay Airport, 45 minutes to Plymouth and 60 minutes to Exeter.

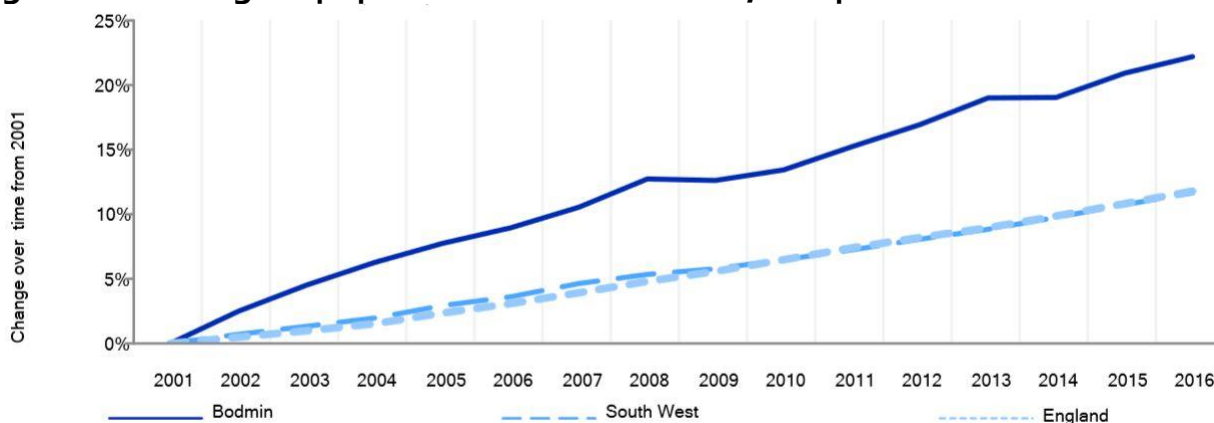
The mainline rail network runs to the South of the town but the station, Bodmin Parkway, is around 3 miles from the town centre and there are buses that run to the station from the town centre. The location of Bodmin Parkway Station is a major drawback for the town's public transport.

Population

Bodmin's good location has made it a target for growth and some estimates suggest that the population could increase to 21,000, or higher, by 2030, from the estimated 2016 level of 15,690.

Bodmin has already seen a period of significant population growth since the turn of the century, particularly when compared to the South West region and England. It is the continued planned growth combined with an ageing population that supports the need for increased provision of specialist housing for the elderly in Bodmin.

Figure 1: % change in population from 2001-2016, compared to South West and England



The figures below show the make-up of the Bodmin population, using the ONS Mid-Year 2016 estimates. Bodmin has, like many places in Cornwall, a slightly higher proportion of older people than the England average although the densest elderly populations in Cornwall tend to be in its western and coastal areas.

Figure 2: % of population in each 5-year age band, by gender

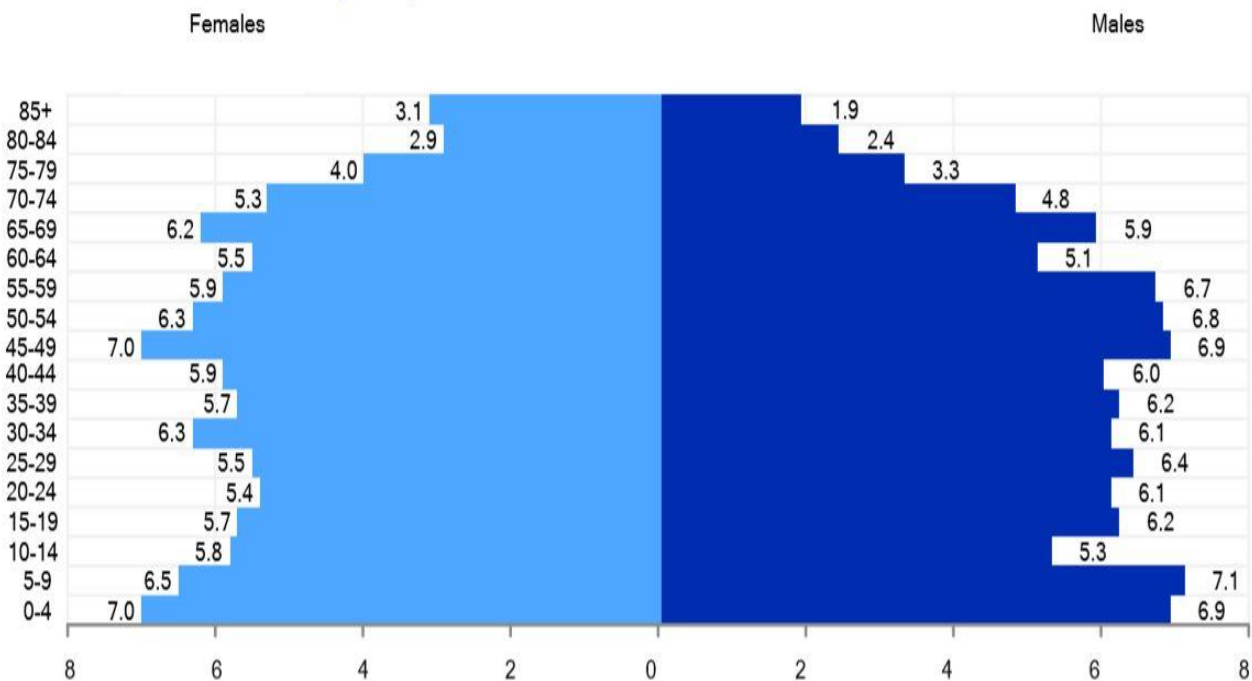
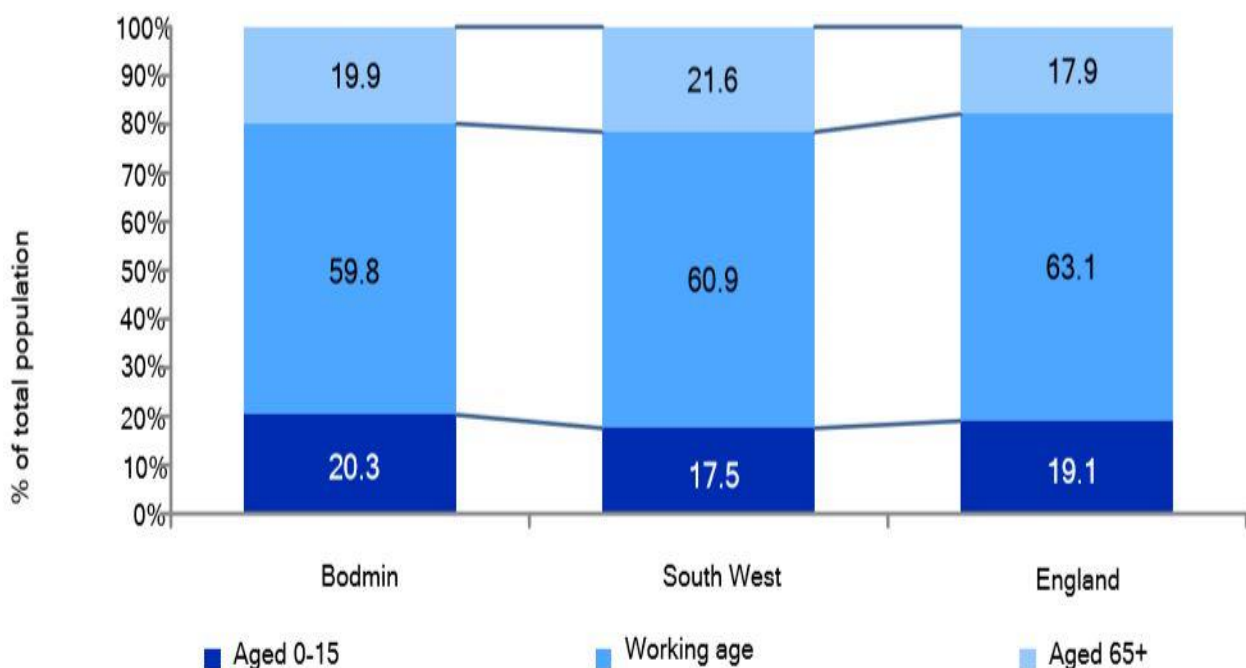


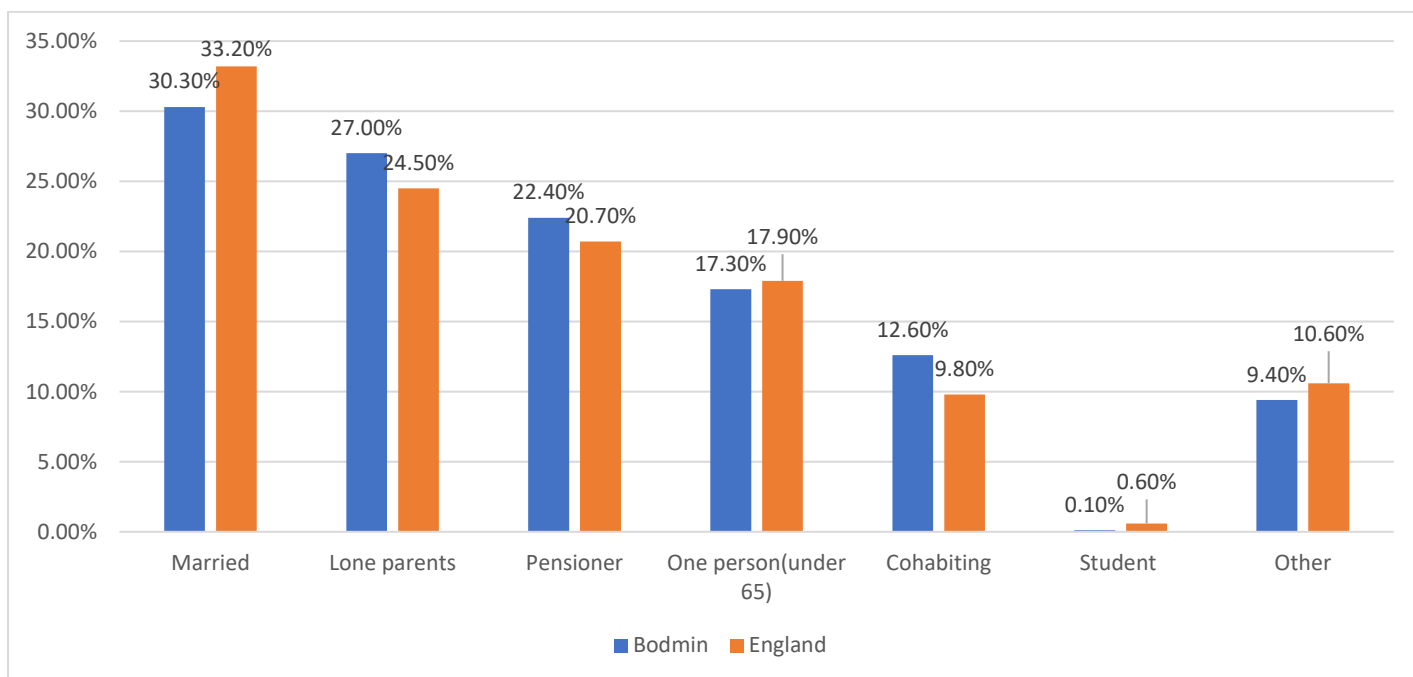
Figure 3: % of population by key age groups, compared to South West and England



Housing

The chart below shows the household composition in Bodmin, from 2011 census data, as compared to an England average.

Figure 4: % of population by household composition

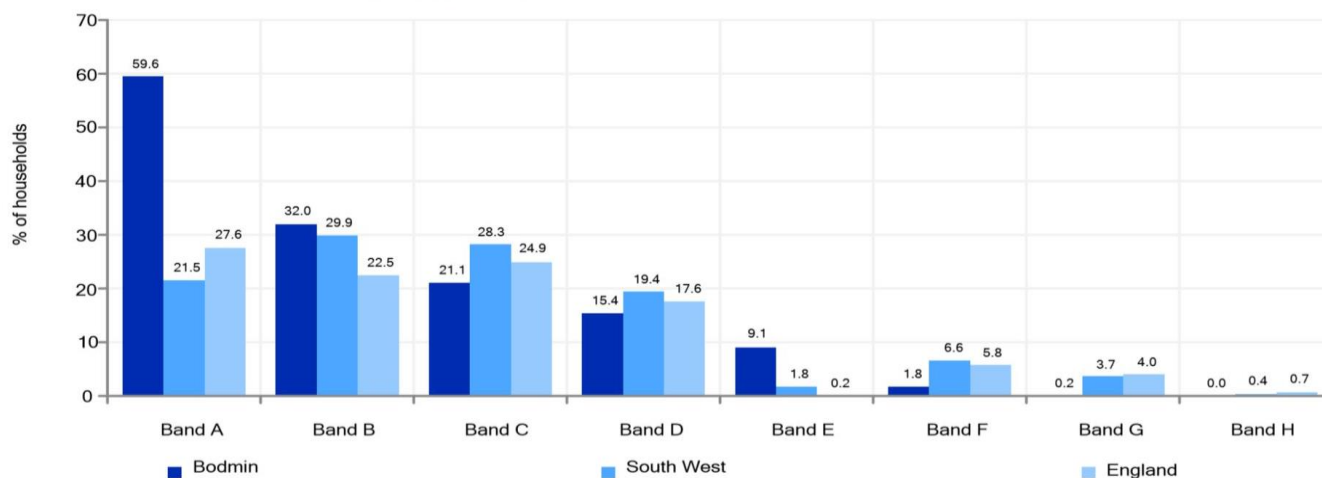


A reduction in household size, largely attributable to an ageing population, also contributes to housing demand, both in terms of quantity and type. In 2001 average household size was 2.3 but this is expected to fall to 2.2 by 2030. This trend means that there will be a need for 300 additional homes just to maintain the population at its current level.

To accommodate the population and household growth there is a planning target is to deliver around 3,100 dwellings between 2010 and 2030. According to the Housing Strategy in the Bodmin Town Framework Plan (March 2017) this will provide a mix of housing, including affordable and higher value homes. To meet the growth targets there are also plans for three urban extension sites.

As the chart below clearly shows that, in 2017, Bodmin had a comparatively high proportion of lower value dwellings and fewer higher value dwellings than in the South West region and England.

Figure 5: Dwelling stock by council tax band



Economy

Despite plans to regenerate the economy and attract new employers offering more skilled job opportunities, Bodmin is not a wealthy area.

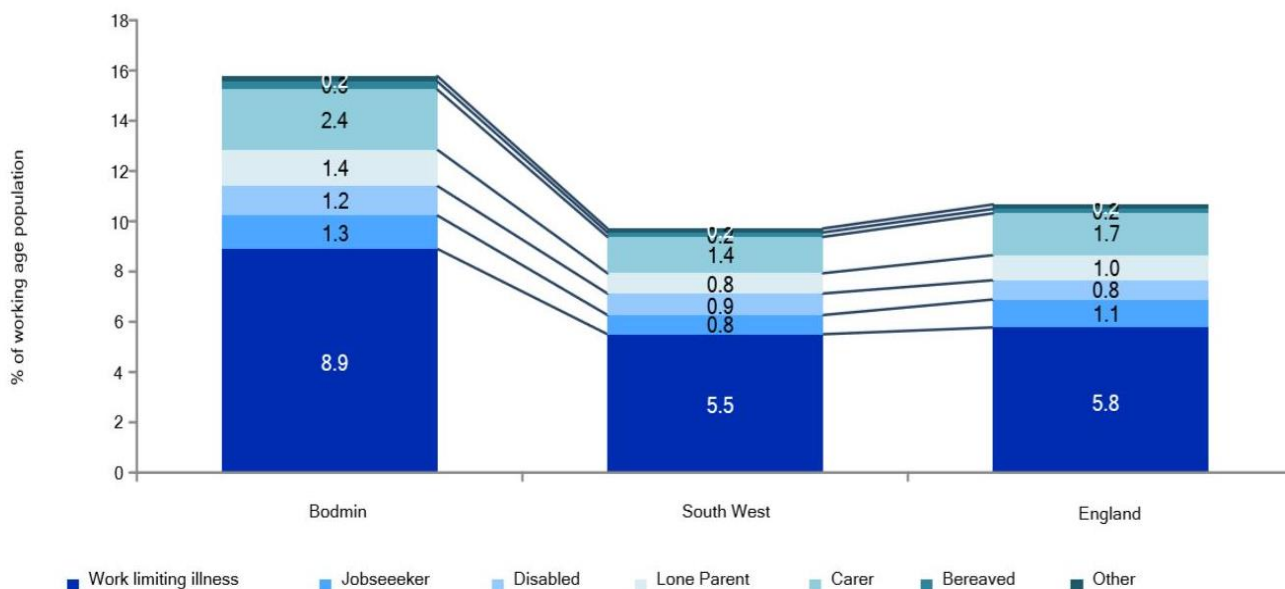
Average household income (ONS 2015-16 figures) in Bodmin is £33,294, compared to an England average of £42,184. Average household income after housing costs is £21,846 compared to an England average of £27,311. Available jobs are largely at a low skilled level and many job opportunities are seasonal, in the hospitality and agricultural sectors. This can put pressure on other industries and services that rely on being able to employ relatively low-income workers, such as those in retail and residential and domiciliary care.

According to the 2015 Multiple Indices of Deprivation findings, Bodmin has two neighbourhoods in the most deprived 10% of neighbourhoods in the country and one in the 10-20% decile. Bodmin Town Centre and Berryfields neighbourhood was not even in the worst 20% in the 2010 rankings. This decline is attributable to worsening income, employment, health and disability with increase in crime being the biggest influence on the ranking.

Crime records for the year March 2017 – February 2018 show that there were 181 crimes per 1,000 population, comparing very unfavourably with the England average of 128.2. Burglaries, vehicle crimes and anti-social behaviour were particularly high compared to England averages.

15.8% of the population are working age Department of Works and Pensions (DWP) benefit claimants, compared to an England average of 10.7%. The chart below gives a breakdown of these claimants by reason of claim and shows the comparatively high level of claimants because of work limiting illness and care responsibilities.

Figure 6: Breakdown of working age DWP benefit claimants by reason for claim (Nov 16)



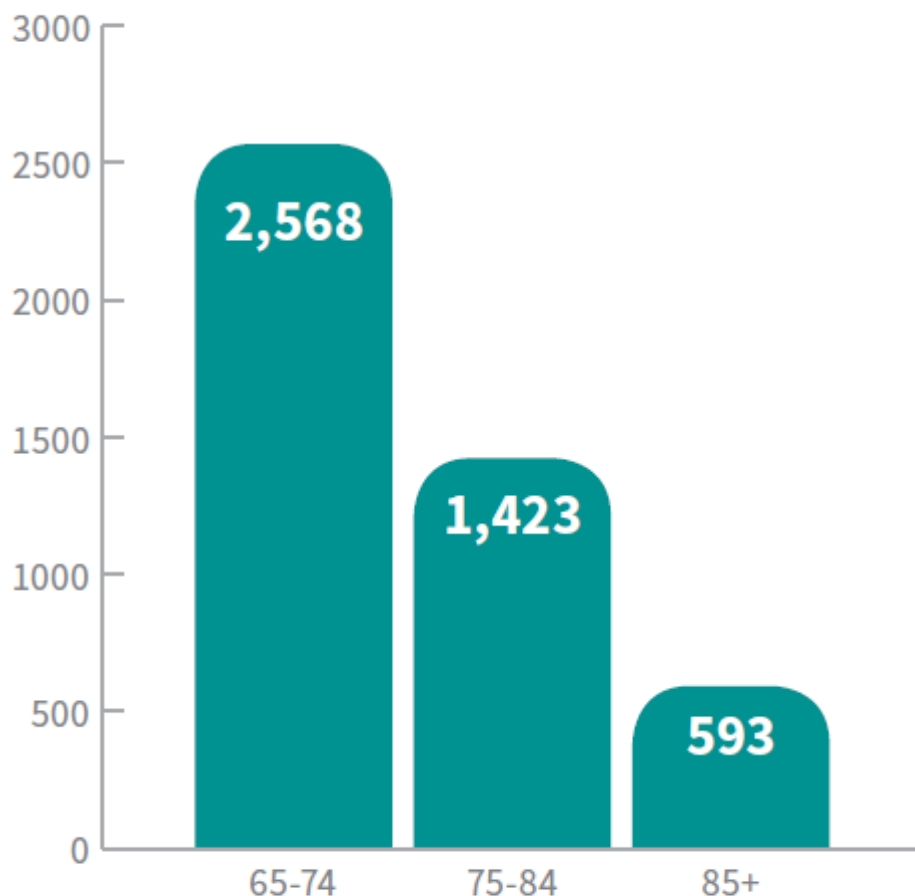
According to 2011 census data, 1,537 people in Bodmin were providing unpaid care to another person because of long-term physical or mental health disability, or problems relating to old age. This is 10.4% of the population which is only slightly higher than the 10.2% England average. However, the number providing unpaid care for more than 50 hours per week is much higher than the England average, 3.2% and 2.4% respectively.

3. Bodmin's 65+ Population

Cornwall Council analysis estimated that, in 2017, those aged 65 and over made up around 22% of Bodmin's population, split into the age groups as in Figure 7 below.

It is generally accepted that the majority of the residents currently living in Extra Care Housing across the UK are aged 75+. Cornwall Council estimates that while the overall population of Bodmin will increase by 13% between 2015 and 2030, the 75+ population will increase by 60% and the number aged 90+ by 98% over this time frame. This rapid ageing of the older population, particularly at the older age ranges where care needs are greatest, suggests that development of specialist housing with care for the elderly is needed in Bodmin.

Figure 7: Bodmin 65+ population (2017 Mid-year estimate) by age group



The Extra Care housing model is designed to enable people to continue to live independently, even if they need support and personal care. The following figures show that there are many elderly people in Bodmin whose ability to live independently is compromised by their inability to perform normal daily activities.

Figure 8: % of people aged 65+ with limited day to day activities, by age and gender

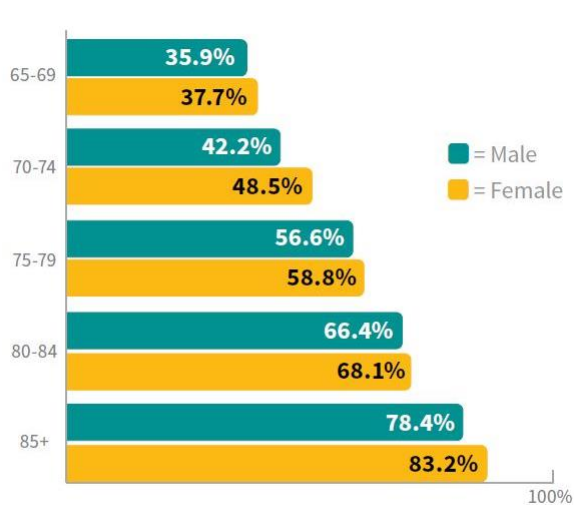


Figure 9: Number of people aged 65+ unable to manage at least one mobility activity on their own, by age (2017)

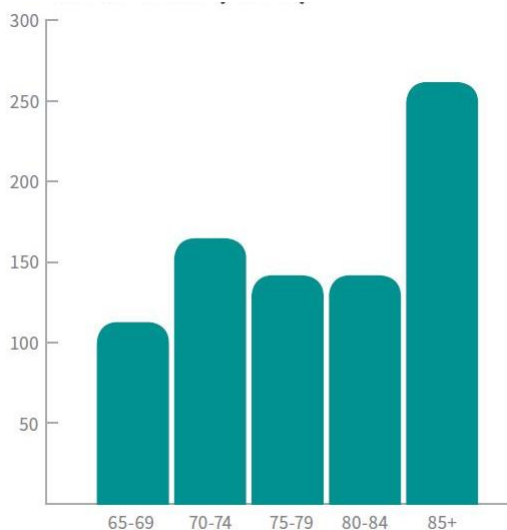


Figure 10: Number of people aged 65+ unable to manage at least one domestic task on their own, by age (2017)

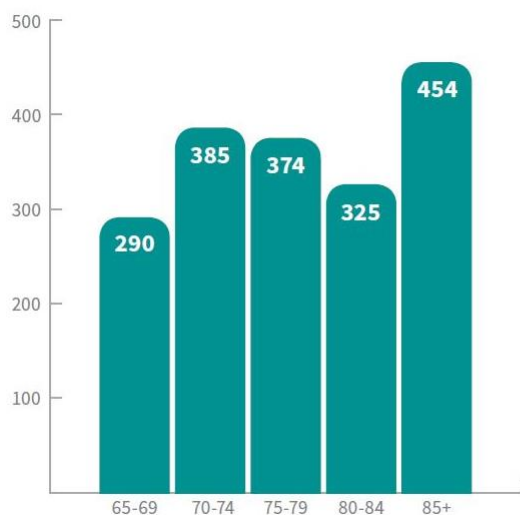
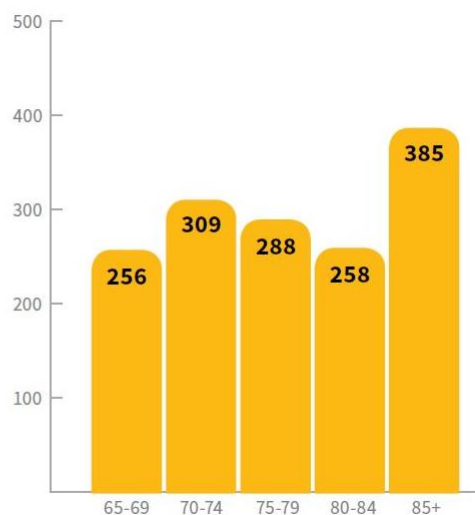


Figure 11: Number of people aged 65+ unable to manage at least one self-care activity on their own, by age (2017)



Household data from the 2011 census found that 22.4% (1400) of Bodmin’s households were pensioner households. Over half (56.7%) of these pensioner households were occupied by only one pensioner and 22.4% of private pensioner households had no car or van. Living alone and having no access to transport are both contributory factors to social isolation and loneliness and many elderly people in Bodmin are at risk of becoming isolated. Anecdotal evidence suggests that there are many elderly people in Bodmin who rarely leave their

homes. For example, the Scheme Manager at Bederkesa Court, one of the town's largest sheltered housing facilities, estimated that around half of the scheme's residents hardly ever leave their flats.

A general measure of pensioners in poverty is those receiving Pension Credit. In Bodmin, in February 2018, there were 675 Pension Credit claimants.

395 (12.6%) people aged 65 and over receive Attendance Allowance. This is a payment made to people over 65 who are so severely disabled that they need a great deal of help with personal care or supervision.

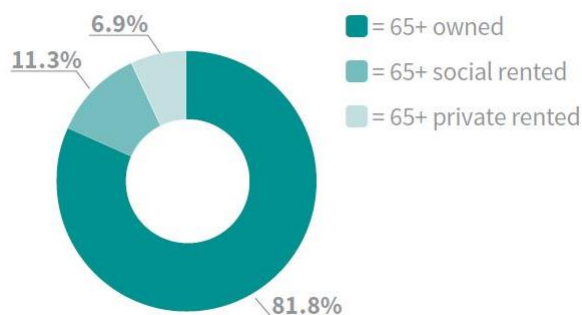
Housing Tenure

The large majority (81.8%) of people aged 65 and over in Bodmin are owner occupiers and the next largest group is social renters.

According to 2017/18 Land Registry data, average house values were much lower than the England average, at £179,188 and £297,494 respectively.

The tenure model for Extra Care Housing to be developed in Bodmin will be a critical factor in its success. We cannot assume that people who are currently homeowners will want to tie up all, or any, of the equity in their existing properties in another property. Many properties may be of relatively low value and there are usually other calls on any available funds. What is clear is that affordability will be of paramount importance for acceptance and take-up.

Figure 12: % of people aged 65 and over by housing tenure



Care and specialist housing provision

Bodmin currently has five Sheltered Housing Schemes, providing 131 homes. There are also six Residential Care Homes and three Nursing Homes, providing 145 and 107 beds respectively. It should be noted that since the full-time wardens were removed from the majority of Sheltered Housing schemes, the management staff offer no personal support or care but have a management role. Therefore, the term Sheltered Housing is largely a historic one but is used in this context to define those that have management staff, even if they are only visiting.

The sheltered schemes in Bodmin are Bederkesa Court, Midway Road, Burnards Court and Berryfields House. These have part-time management staff in addition to alarm services and secure access. Details of these can be found in the Supporting Information section of this report.

There are also some age exclusive housing schemes in Bodmin, such as Monument Way, but these usually offer only an alarm service and secure access but no management staff, even on a part-time basis.

The Residential Care Homes are:

Cromarty House	11 Priory Road	Bodmin	Cornwall	PL31 2AF
The White House Care Home	40 Castle Street	Bodmin	Cornwall	PL31 2DU
St Petroc's Care Home	St Nicholas Street	Bodmin	Cornwall	PL31 1AG
Tremanse House Care Home	Beacon Hill	Bodmin	Cornwall	PL31 1JA
Pendrea House	14 Westheath Avenue	Bodmin	Cornwall	PL31 1QH
Clann House Residential Home	Clann Lane, Lanivet	Bodmin	Cornwall	PL30 5HD

The Nursing Homes are:

Lanival House	Treingle Hill	Bodmin	Cornwall	PL30 5JU
Love Lane		Bodmin	Cornwall	PL31 2BL
Castle Street		Bodmin	Cornwall	PL31 2DY

There are three domiciliary care agencies registered as being based in Bodmin that offer in-home care services to people living in mainstream housing. The details of these agencies can be found in the Supporting Information section of this report. There are also regional providers such as Cornwall Care, Home Instead Care and Bluebird Care active in the Bodmin area.

4. Engagement Findings

Key recommendations

- Develop Extra Care facilities in Bodmin as soon as possible to meet latent demand.
- Ensure that engagement activity is resumed when plans are in the public domain. Pulling together a small taskforce of 'champions' and 'influencers' to work with the developers and care providers would be a favoured way forward.
- Future engagement work must be aware of, and sensitive to, the negative perceptions of the Council in the community relating to housing and care for older people.
- To ensure maximum take-up, the units must be offered at an affordable price with a mix of tenures.
- Giving people access to Extra Care facilities that are of a high standard is going to be one of the best ways to make people receptive to moving to a facility. Taking people on visits and allowing them to interact with existing Extra Care residents can be very powerful. This creates a pool of unbiased individuals who will help to build a positive perception of Extra Care whose influence can ripple out through the community.
- The first Extra Care facility in Bodmin needs to be spacious, well equipped, well located and an exemplar site of its kind. While it does not need to be lavish, it needs to be an attractive option.
- Ensure that any Extra Care facility offers benefit to the wider community, not just the scheme's residents. Addressing the absence of day care, respite care services and activities for older people in Bodmin presents a real opportunity to maximise benefit to the community and develop well integrated services. It would be optimal for local authorities, voluntary organisations and other key stakeholders to collaborate to create a network of facilities and amenities in a hub and spoke type of arrangement with the Extra Care facility and other specialist housing fully integrated into the network.
- Bodmin needs to have some form of reliable and affordable community transport service to ensure that all older people in Bodmin have access to services and activities. This would enhance the wellbeing of older people without access to their own transport and especially those with mobility issues. Failure to address the need for transport services for older people would have a significant negative impact on any network. The availability of transport would also enable older people in outlying villages to access any town centre amenities and increase the take up of events held in outlying venues, such as the new Lanivet Community Hall.

- The increasing prevalence of dementia in our society demands that any service created to benefit older people addresses dementia in a positive way. There is a need to raise awareness of dementia in the community to make Bodmin a more dementia friendly community and increase support for those who suffer with dementia and their families and carers. Extra Care facilities can offer a supportive living environment for people with dementia which can be greatly enhanced if the wider community understands the issues.
- One potential obstacle to the take up of Extra Care units could be the perceived difficulties of moving house. One way to address this would be to create an agency of some kind that could provide practical help and support to individuals about financial issues, removals, legal issues and house clearance.

Attractiveness of the Extra Care Housing Concept coming to Bodmin

Throughout this exercise, the concept of Extra Care Housing was received very positively by a large majority of stakeholders and residents alike. Many considered the model to be an excellent one and a vast improvement on what is currently available in the Bodmin area. Even the few elderly residents who did not think it would suit them did comment that it would be good for others. The key factor that some found unappealing was to be in a communal situation with only other elderly people for company. However, this was a view held by a minority and many felt that being able to have easy access to social interaction and to participate in shared activities was a considerable advantage over living alone.

However, there was scepticism, particularly on the part of older people, regarding whether it would ever happen in Bodmin. There were also doubts about whether funding for care services would be sustained. This lack of trust, resentment and even anger in some cases, results from the closure of the day centre in Athelstan House over a decade ago. Athelstan was a Care Home, run by Cornwall Council, and latterly by Cornwall Care, that had offered respite and day care since the mid 1980's. Athelstan House was highly regarded and was a widely recognised hub for the care of older people in Bodmin. It held an important and positive place in the community. The day care and respite services that were lost were never replaced.

Another issue that is still a negative one for many, is the Council's decision to replace the fulltime wardens at Bederkesa Court and Midway Road by visiting staff – now only present for approximately 9 hours per week. This austerity measure is perceived as having a seriously negative impact on the wellbeing of residents. Many also suspected that other costs, such as social and health care costs will have increased as a result of this and therefore the move was a false economy.

This negative view of the Council by members of the community will need to be borne in mind and dealt with openly and sensitively in the next phases of engagement.

Assuming that, once concrete plans are progressing, and the units are affordable and acceptable, it is unlikely that it will be difficult to find people who would like to move into an Extra Care facility in Bodmin.

Stakeholders were unanimously positive about the concept of Extra Care Housing and pleased that Bodmin would be getting a facility. Many felt that it would send a very positive message to Bodmin's older residents, and their families, that action is being taken to improve the wellbeing of older people in Bodmin.

There was a lot of interest and expressions of support from local and county councillors, volunteers and local health workers. Many of these stakeholders were keen to become involved in the future planning and support of any developments.

Bodmin Town Council are currently pulling together ideas for a new vision for the town's future and it is important to ensure that looking after older people is seen as a priority.

Need for Day and Respite Care and activities for older people

Many of the residents and stakeholders commented about the lack of day care and arranged activities for older people in Bodmin.

Since the closure of Athelstan House there have been no day care services provided for the elderly in Bodmin. Anecdotal evidence also suggests that finding respite care locally is very difficult. There is also a significant lack of social, leisure activities of any kind run for elderly people.

Age Concern Bodmin, a local charitable organisation, runs a social get together every Tuesday in the Shire House Suite where people come to meet, play bingo and get a hot lunch. This meeting is the only social activity for older people currently available to the general public. There are activities arranged for residents in some of the Sheltered Housing units and a couple of Women's Institute (WI) meetings, but these are all that exist. There is no drop in centre or obvious meeting place for older people in Bodmin either.

This is in stark contrast with the Concern Wadebridge's (a small local independent charity supporting local people living in Wadebridge and the surrounding area) full agenda of activities of all kinds and drop in café, available at the John Betjeman Centre in neighbouring Wadebridge. The John Betjeman Centre is a place to aspire to replicate in Bodmin.

Some older Bodmin residents travel to Wadebridge to attend these activities but not all are able to make the journey regularly.

There are few appropriate venues in Bodmin offering level access, convenient parking and drop-off facilities. The Shire House Suite, which is currently being used for the Age Concern meeting, is accessible and in a good location but is not properly equipped for wheelchair use. The tables have cross supports that stop a wheelchair being pushed under the table except at the end of the table. The Shire House Suite is also prohibitively expensive for voluntary organisations budgets. The Bodmin Town Council is currently looking to trial a reduction of rates for the Shire House suite together with some facility improvements.

Insufficient suitable public transport

The absence of reliable and affordable public transport was raised as a problem, by residents and stakeholders, for older people in Bodmin.

Transport is a key factor determining the success of any activities programme. If more activities were established there would currently be no way of ensuring that people could get to the activities. Many of the Age Concern attendees at the Tuesday meeting have to be picked up by volunteer drivers as they have no transport, there is no suitable public transport, and some have limited mobility or other limiting health conditions.

The new Community Hall at Lanivet runs some activities for elderly people but currently people living in the town centre would have to rely on access to private transport options to be able to attend them. Similarly, there are people in Lanivet who would like to attend the Age Concern meeting, but transport is an obstacle for them.

There is, currently, no community bus servicing Bodmin Town. The Town Bus offers a reasonable service to most areas, including supermarkets but this is not fully accessible and does not offer a facility to take a mobility aid with you. There is an Age UK community bus that brings people into the town centre from Blisland, Cardinham and Helland twice a week for a few hours.

Travelling everywhere by taxi is prohibitively expensive, as the taxi tariffs below show. A trip from Burnards Court, one of the Sheltered Housing units in Bodmin to Aldi supermarket is a trip of only 1.1 miles but will cost nearly £10.

North Cornwall Taxi Tariffs	
Tariff 1 7am to 7pm Monday to Saturday	Tariff 2 7pm to 7am Monday to Saturday and Sunday Day and Night
Min £3.20 1 mile £4.80 2 miles £6.80 3 miles £8.80 4 miles £10.80 5 miles £12.80	Min. £3.80 1 mile £5.80 2 miles £8.30 3 miles £10.80 4 miles £13.30 5 miles £15.80

Dementia Support

The level of dementia support and awareness in Bodmin needs to be increased. There are currently two meetings of the Bodmin Memory Café and Carers Support Group for every month, each only two hours long. These meetings are held in Lanivet, a village about four miles from Bodmin Town Centre. These are funded and run by dedicated volunteers who would like to run more sessions but cannot afford to pay for the high rental demanded by venues such as the Shire House Suite. There is no public transport to take anyone to the Lanivet Community Hall from Bodmin town.

The Memory Matters South West CIC offers a full day of support and shared lunch for people with mild to moderate dementia on a Wednesday at a cost of £40 per day plus £3.50 for lunch. They also run a free 2-hour Cognitive Stimulation Therapy workshop on Mondays, again designed for those with mild to moderate dementia.

The Bodmin Dementia Action Alliance was set up several years to make Bodmin a more dementia-friendly community, but it appears to have lost momentum. There is currently very little being done to support those suffering with dementia, their families and carers. Given that dementia is now the largest killer in the UK this needs to be reviewed and action taken.

This lack of facilities and amenities for the older people in Bodmin was mentioned by many, both older residents and stakeholders. The GP practices specifically mentioned that, although they have new social prescribing services, they struggle to suggest things to older people as they are just not available locally.

Questions asked and Concerns Raised

Where will the facility be built?

How much will it cost? What will tenure model be?

How will places be allocated? What are criteria to select people to live in it?

Are there enough skilled care staff to work there?

Will the funding continue for care provision?

Suggestions and ideas made by stakeholders

- Involve Bodmin College to provide services to the facility to encourage integration across the generations, e.g. catering
- Consider renovating the Shire House and Suite and re-purposing as a care centre for community and care activities for the elderly and other groups needing care.
- Establish a day care or drop in centre for older people

Engagement with Bodmin Age Concern group

The Bodmin Age Concern Friendship Club meets every Tuesday for a social get-together that includes bingo and lunch. Approximately 50-60 older Bodmin residents attend the meeting regularly. As this is the only public meeting of older people it was decided to engage with the group as part of the Extra Care community engagement.

The format of the initial meeting with the group was a presentation, at one of the regular weekly meetings, about Extra Care and the Council's plans followed by a group discussion and one to one conversations.

At the meeting, the group was generally very positive about the concept of Extra Care although there was some scepticism regarding whether this would happen in Bodmin and whether funding would be available to sustain the model in the longer term. Affordability was also a key concern for many.

During the conversations with small groups and individuals there was a strong message that older people in Bodmin have very few opportunities to get together and socialise. Other than the Age Concern meeting there are no regular or convenient activities. Some reported that they get lonely at home and wished there were more places to go.

The lack of any community transport was also cited as a problem. The Town bus service is not accessible and offers nowhere to store walkers or wheelchairs for those with compromised mobility who rely on these aids. Anecdotal evidence regarding the uncomfortably long bus journey times from Bodmin to places like Treliske Hospital in Truro and Newquay, suggested that commercial bus services from Bodmin are not suitable for elderly people.

Activities, such as outings in a minibus, were organised for older people in the past by the organisations such as the St Lawrence Social Club and Athelstan House but these no longer happen. Some, who can manage the journey, do attend activities at Wadebridge's John Betjeman Centre but there was a lot of enthusiasm for more local activities.

A small number of people showed a great deal of interest and a visit to Passmore Edwards Court in Liskeard was arranged for Nola Solomons, the organiser of Bodmin Age Concern and three other elderly members of the Age Concern Club who were very interested in the possibility of moving into an Extra Care facility.

This visit went well, and everyone involved was extremely impressed by the Passmore Edwards facility. There were comments such as "We would move in this afternoon if there was a flat free. We haven't seen anything we don't like" and "It is so spacious and airy, and they have thought of everything you would need"

A brief presentation about this visit was given at a subsequent Age Concern meeting, showing photos taken and allowing the visitors to give their opinions. This was received well, and the follow-up discussion was very positive, with more people showing interest in visiting the Passmore Edwards facility.

Analysis of Age Concern attendee Questionnaires

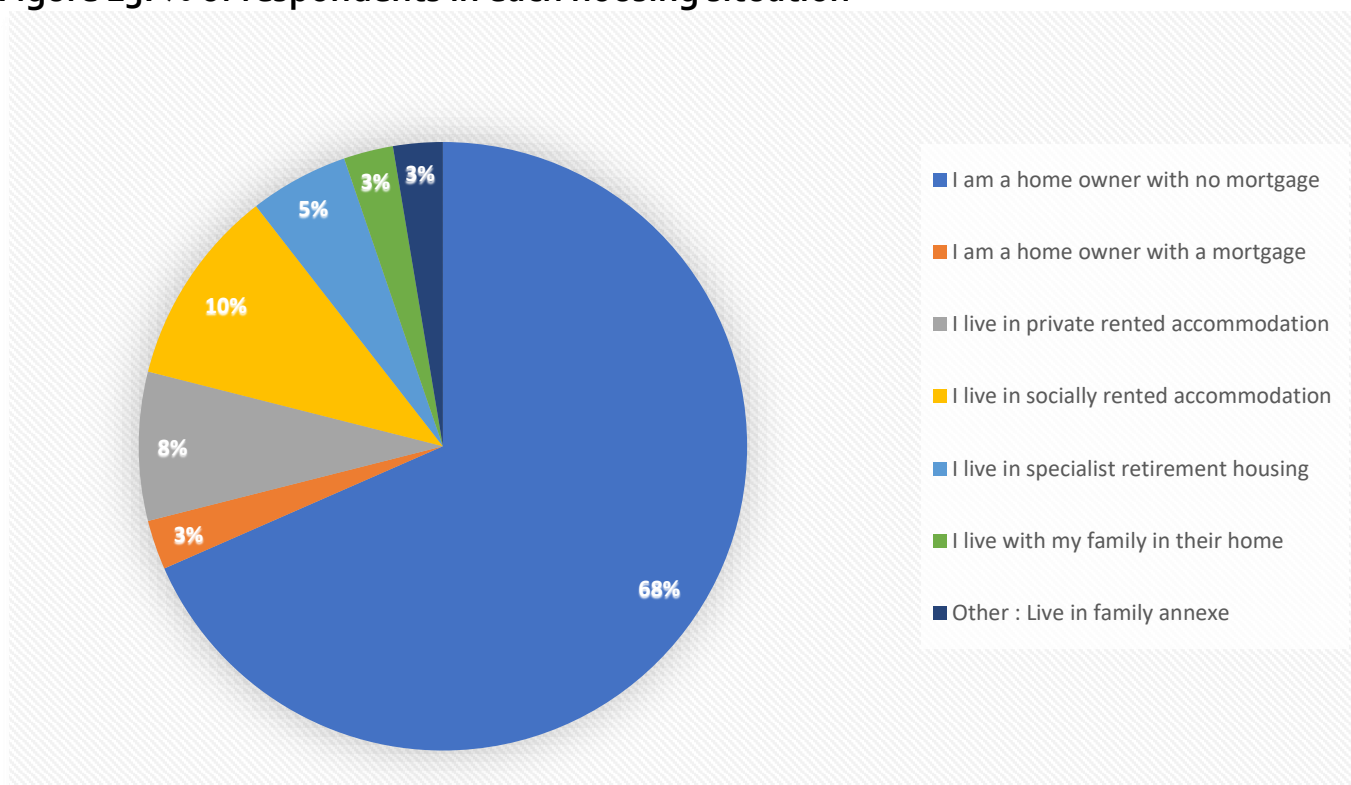
At the initial meeting with the Age Concern group, questionnaires (Appendix C) were distributed to attendees following the presentation and showing the Housing LIN video entitled "What is Extra Care Housing". 39 were completed.

The majority (64%) of the respondents are aged 79 and over, with 58% having lived in Cornwall for more than 50 years. So, although this is not a large sample it is in the right age range for those people who might be considering a move to Extra Care, given the opportunity.

The questionnaire was intended to learn more about the current living situations, understand the possible barriers to moving house and get some initial feedback about Extra Care.

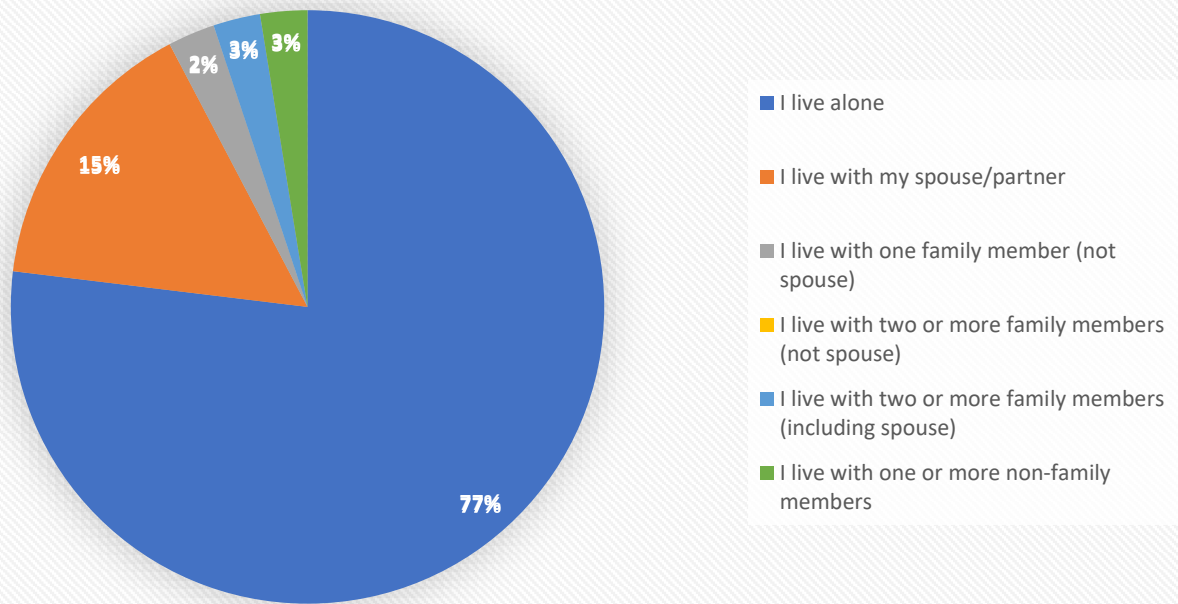
The large majority (68 %) of the respondents live in their own home with no mortgage and the next largest group (10%) live in socially rented accommodation.

Figure 13: % of respondents in each housing situation



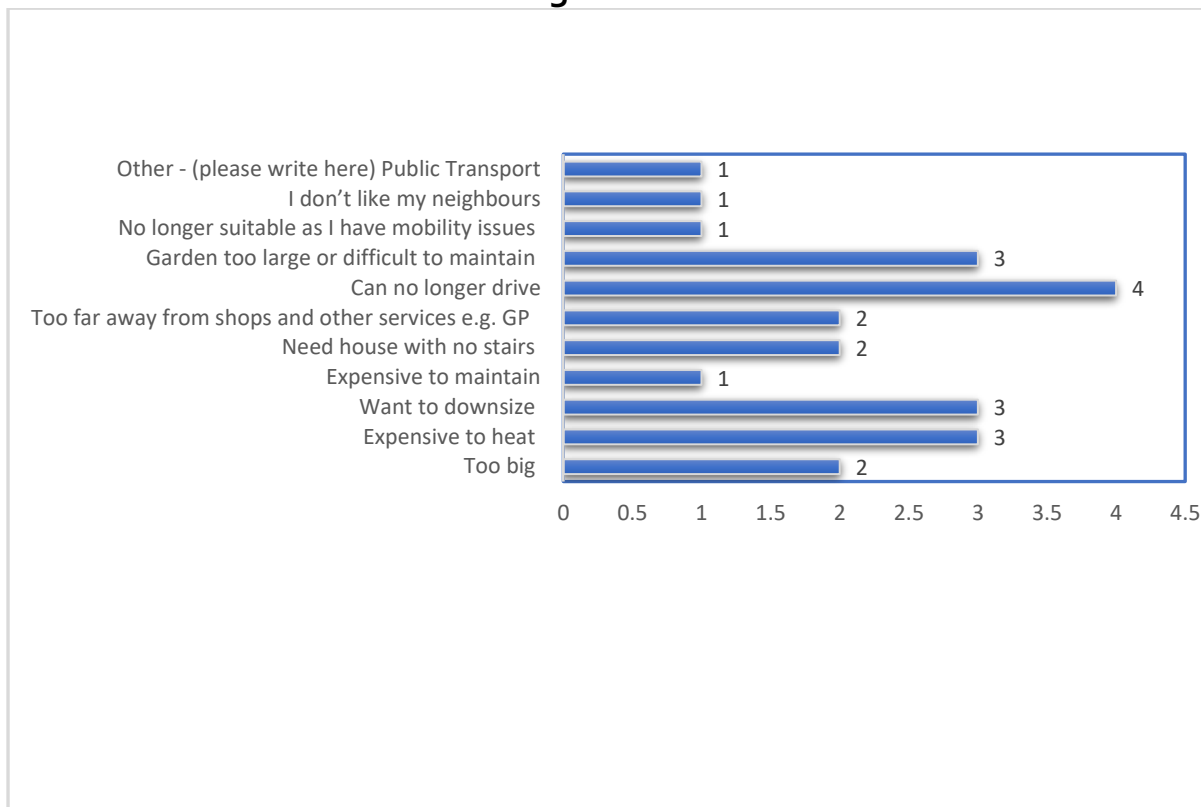
77% live alone and 15% live with their spouse or partner. Only 2 of our respondents were living within another family member's home.

Who lives with you



87% of respondents said that they were satisfied with their current housing situation. The 13% who said that they were not satisfied gave several different reasons for their dissatisfaction. None of the reasons given were a surprise with a combination of location-related factors, such as 'Can no longer drive' and 'Too far from services' and dwelling feature issues such as 'Expensive to heat' and 'House/garden too difficult to maintain'.

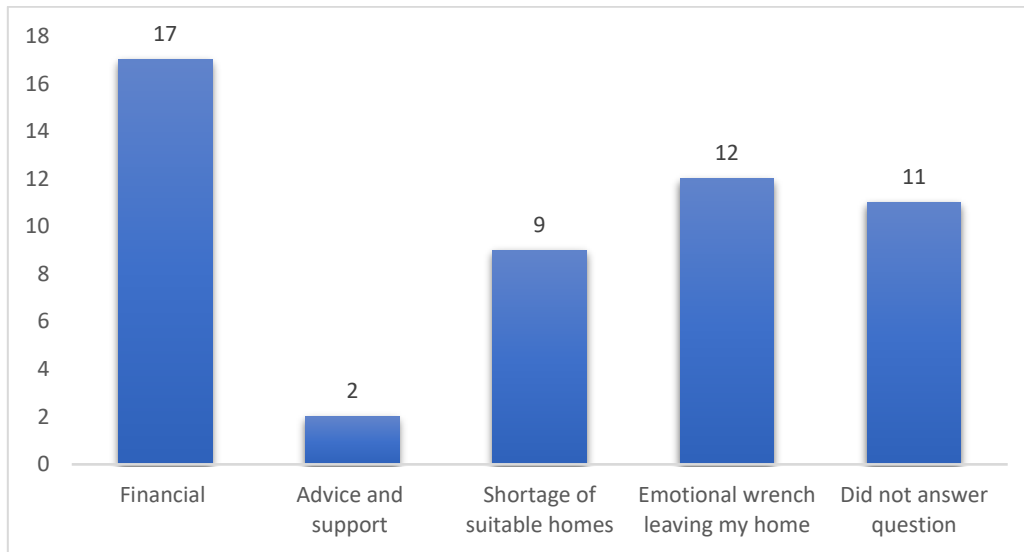
Figure 14: Number of the 13% of respondents selecting reasons why they are not satisfied with their current housing situation



11 of our respondents chose not to answer the question "If you were to think about moving, what would be the main barriers that might stop you from doing so? Tick all that applies" This may be because they were not considering moving so felt it did not apply.

17 of the 28 who did answer this question named financial issues as the barrier for them, particularly the costs of moving and stamp duty. 11 thought that it would be the emotional wrench of moving that would be a barrier and 9 said that the shortage of suitable homes would be the main barrier to moving.

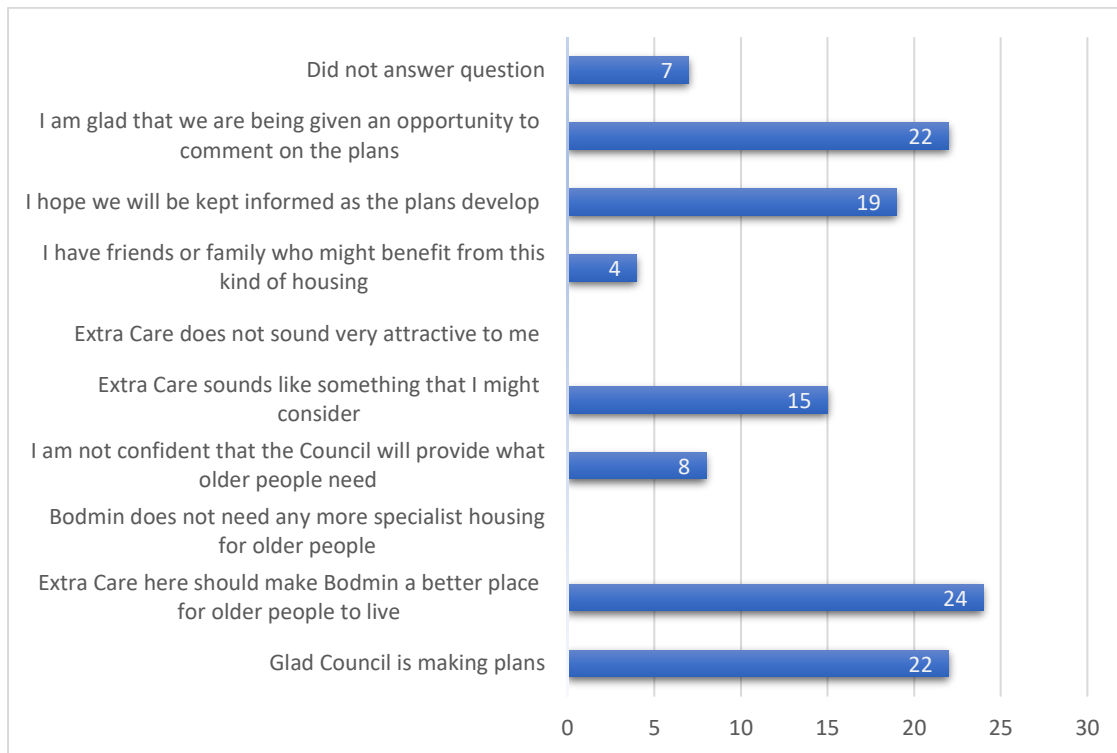
Figure 15: Number of respondents giving the reasons why they would be put off moving



The questionnaire asked respondents for their feedback about Extra Care. As the figure 16 shows, the comments were mostly positive. No-one selected the two most negative comments, namely “Extra Care does not sound very attractive to me” and “Bodmin does not need any more specialist housing for older people” which is encouraging. It was also noted that about a half of the respondents were glad that they had been consulted about Extra Care and wanted to be kept informed about plans as they progress.

Nearly 40% of respondents said that Extra Care sounds like something they would consider and 4 had friends or family they thought would benefit from this type of housing. 62% thought that Extra Care would make Bodmin a better place for older people to live. While 58% were glad that the Council was making plans, 20% were not confident that the Council would deliver what older people in Bodmin need.

Figure 16: Number of people agreeing with various responses about Extra Care following presentation



Respondents were invited to make additional comments, and these were as follows:

- Sounds like a good idea, but the money must always be there;
- Council always changes priorities and no certainty that things will remain;
- Why can't Bodmin have a day centre, drop in centre. Somewhere to meet daily for coffee and chat. 4 hours a week on a Tuesday is not enough;
- Would flats be to rent or buy? if rent, would it be expensive?

Overall, we can conclude that the majority of this group of older residents are positive about the Extra Care Housing concept. They may not be looking to move immediately but it should not be difficult to persuade those with care needs to move into a local Extra Care facility, if it was affordable and met a good standard.

6. Supporting Information

Please note that all contact details included in this section are publicly available.

Bodmin Health Services within the PL31 postcode area	
Hospitals	Bodmin Hospital - Cornwall Partnership NHS Foundation Trust
GP Practices	St Breward - The Surgery Carnewater Practice St Kew Surgery Blisland Amenity Centre Stillmoor House
Pharmacies	Asda Pharmacy Boots UK Ltd Day Lewis Plc Local Boots Pharmacy
Dental Practices	Bodmin Dental Care Ltd St Leonards House Dental Surgery Turret House Dental Surgery Dental Surgery
Opticians	Boots Opticians (Bodmin) Specsavers (Bodmin)

GP Practices

Bodmin's two main GP practices are Carnewater and Stillmoor House, each dealing with a large number of registered patients, 11,598 and 10,671 respectively.

Both practices have Patient Participation Groups and are part of the North Cornwall Commissioning Group.

Both are, reportedly, over-stretched and the practices have concerns that their existing premises are not large enough. There have been discussions for a long time about the possibility of both practices moving to shared premises on the Bodmin Hospital Campus. It seems likely that this will happen at some point, particularly as Bodmin's population is forecast to grow significantly.

Currently the two practices do work together and even share a Practice Manager, Michelle Pratley.

Stillmoor House Medical Practice

All information checked with website on 24/05/2019 -
www.stillmoorhousemedicalpractice.co.uk

Founded in 1959 and is centrally located in the Town Centre next to the Dennison Road Car Park.

Address: Bell Lane, Bodmin, PL31 2JJ

Tel: 01208 72488/72489

Practice Team

Practice Manager - Michelle Pratley

Registered Manager: Dr Rebecca Rushton

There are 2 full-time and 3 part-time partners, plus 1 salaried GP.

- 2 Emergency Care Practitioners,
- 3 practice nurses,
- 3 healthcare assistants

There are also 2 Emergency Care Paramedics, who work alongside the GPs to provide a home visiting service and urgent patient care.

The extended clinical team includes a Clinical Pharmacist and also a Discharge Care Co-ordinator, to work in collaboration with the GPs and clinical team to provide support in relation to medicines management, pharmaceutical advice, and care planning for patient being discharged from hospital.

The practice assists in the provision of in-patient medical care at Bodmin Community Hospital.

They maintain close links with all the community healthcare teams – community matrons, community nurses, community mental health services, Community Palliative Care Nurse (end of life team), and maternity and midwifery services and have regular meetings with all community healthcare colleagues.

The dispensing practice offers a dispensary service for patients who live more than 1 mile from a chemist.

Regular disease management clinics help to monitor and support patients with long term conditions – these groups include diabetes, asthma, coronary heart disease, and respiratory conditions such as asthma and chronic obstructive pulmonary disease.

Most recent Care Quality Commission (CQC) rating February 2016 was Good

Carnewater Practice

All information checked with website on 24/05/2019 -www.carnewaterpractice.co.uk. At this time the information on the NHS site and CQC contained out of date information about team members.

The practice is centrally located near Bodmin town centre. There is also a Branch Surgery at Lewannick but this is not in the Bodmin area.

Address: The Health Centre, Dennison Road, Bodmin. PL31 2LB
Tel: 01208 269988

Practice Team

Practice Manager - Michelle Pratley

There are 4 male and 3 female GPs

The practice team also includes

- 3 Nurse Practitioners
- 5 Nurses
- 1 Healthcare Assistants
- 1 Phlebotomist
- 1 Pharmacist and 1 Dispenser

The most recent CQC rating (June 2017) was Good

Bodmin Memory Café

Information checked with website www.cornwallmemorycafes.co.uk on 24.05.2019

The Memory Cafe is a place where any one with memory loss and their carer or family may find support and a signpost to more formal help if so desired.

They were opened to enhance the wellbeing and the quality of life of those who have memory loss – whether diagnosed or not, together with those of the carers. The Bodmin Memory Cafe is not a day care centre but a regular afternoon of social activity and support – in fact, as many carers say – they are a lifeline.

The Café offers opportunities through activities such as music, dance, entertainment, exercise, paper therapies and the all-important social time together. They are fun, friendly and, in most cases, free.

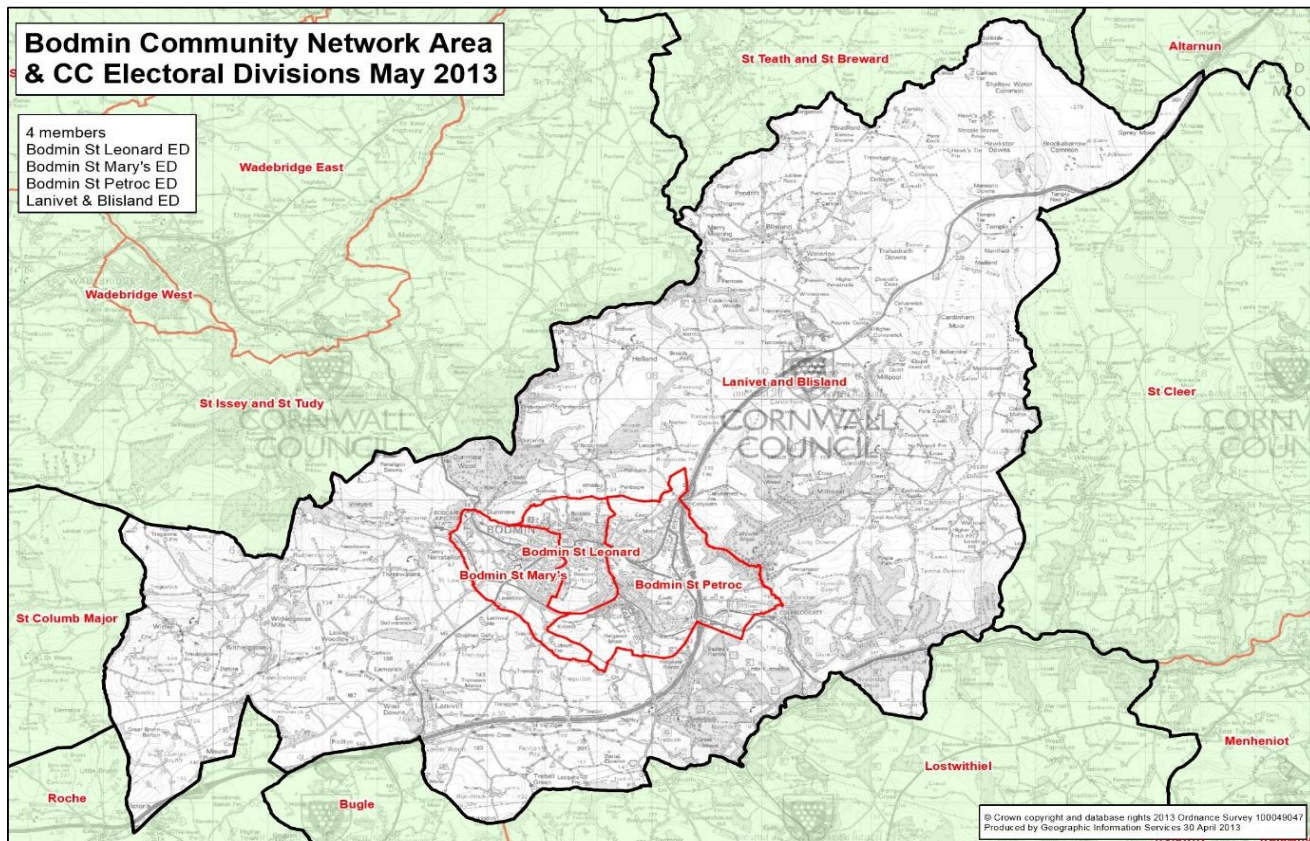
The Bodmin Memory Café is run by volunteers Brenda Keen and Judith Campbell and supported by Primary Care Dementia Practitioners, Brenda Harris and Gerard Morgan.

Meetings are at Lanivet Community Hall Rectory Road, Lanivet, Bodmin, PL30 5HA. This venue is about four miles away from Bodmin Town Centre and is not easily accessible by public transport.

There are two meetings a month for the Memory Café and the Carers Support Group. These are on the 2nd and 4th Thursdays, 2-4pm. Funds are raised by volunteers to pay rent and costs.

Community Network Panel

The Bodmin Community Network Area (CNA) is located in the heart of Cornwall. The main urban area is Bodmin Town which is located on the western fringes of Bodmin Moor. Outside of the Town the area is largely rural and made up of seven parishes; Blisland, Lanivet, Cardinham, Bodmin, Withiel, Helland and Lanhydrock. The area classification is 7.3% town/urban and 92.7% rural.



The Bodmin CNA Panel

The CNA Panel meets 3 or 4 times a year to discuss issues affecting the community network area, agrees ways to progress them and seeks to build working relationships between local partners.

Panel meetings are open to the public and the press. The panel includes local Cornwall Councillors and representatives from town and parish councils within the community network area. The panel can invite local organisations and service providers like the police and health services to join them at their meetings.

Current panel members

Chair - Councillor Jane Dent

Vice-Chair - Leigh Frost County Councillor (CC)

Bodmin St Leonard – Pat Rogerson CC

Bodmin St Mary's – Jacquie Gammon CC

Bodmin St Petroc – Leigh Frost CC

Lanivet and Blisland – Chris Batters CC

Bodmin Community Link Officer: Sarah Sims

St Austell One Stop Shop

39 Penwinnick Road

St Austell

Cornwall

PL25 5DR

Tel: 07968 892184

Bodmin Communities Support Assistant: Rosemary Stone,

Tel: 01726 223685

Managed Housing Schemes in Bodmin

Bederkesa Court (managed by Cornwall Housing Ltd.)

Built in 1988, it is situated very near Bodmin town centre in Robartes Road, PL31 1NB. There is very little resident parking available to accommodate the 37 1 and 2 bedroom flats and virtually none for visitors. There is very little nearby parking either.

At the time of writing the property was going undergoing refurbishment with the installation of a new ground source heating system and redecoration of the communal areas.

Helen Hodgetts is currently the Scheme Officer and she visits 3 times a week for approximately 3 hours per visit.

The communal facilities include lift, lounge, dining room, laundry, guest facilities and garden.

There is a Careline Alarm system service in all flats and access security.

Tenure is rental (social landlord)

Berryfields House (managed by Sanctuary Housing)

Built in 1991, it is situated near the town centre in Berry Lane, PL31 2EP. Access to the site is reasonable but not for those who are less mobile.

There are 36 1 bedroom flats with communal facilities of lift, lounge, laundry, guest facilities and garden.

There is part-time, non- resident management staff member

There is a Careline Alarm Service on the premises

Social activities are organised by the manager and residents

New residents are accepted from the age of 55.

Tenure is rental (social landlord)

Burnards Court (managed by First Port)

Built in 1988 by McCarthy and Stone it is situated close to the town centre in Berrycombe Road, PL31 2NJ.

There are 32 1 and 2 bedroom flats with communal facilities of lift, lounge, laundry, guest facilities and garden

There is a part time house manager who can be contacted from various points within the property in case of emergency during working hours. For out of hour periods there is a 24hour Careline response system.

Tenure is leasehold. A listing on Right Move in May 2019 for a 1 bedroom flat, with 95-year lease remaining, had an asking price of £55,000. The listing quoted an annual service charge and ground rent of £3,599 in 2018/19. Below is the floor plan from the listing. According to Right Move this flat last sold in 2017 for £54,950 and before that in 2010 for £75,000. Similar flats in the property sold recently have sold for just under £50,000.



Midway Court (managed by Cornwall Housing Ltd)

Built in 1982, it is situated on the outskirts of the town.

There are 27 studio and 1-bedroom flats with communal lounge, laundry, guest facilities and garden.

There is a visiting scheme officer making 3 -4 visits per week.

Tenure: rental (social landlord)

Bodmin based Domiciliary Care agencies

Pendrea Home Care

26 Queens Crescent, Bodmin, PL31 1QW

Tel: 01208 264962

Registered Manager – Louise Willcock

CQC report – March 2018 – Good

Privately owned by Pauline and Leander Difford

Lanhydrock Care

31a Normandy Way, Walker Lines Industrial Estate, Bodmin, PL31 1AH and Lanydrock Downs farm, Lanhydrock, Bodmin, PL30 4AG

Tel: 01208 73904

Owned and run by Christine Hoskin

Curae Home Care

32G, Normandy Way, Walker Lines Industrial Estate, Bodmin, PL31 1EX

Tel: 01208 264559

CQC report – September 2018 – Good

Run by Heidi Louise Morgan

www.curaehomecare.co.uk

Bodmin STEPS

Chy Trevail, Beacon Technology Park, Dunmere Road, Bodmin, PL31 2FR

01872 327781

Registered Manager – Sarah Louise Wickett

Responsible Individual – Gina Pearson

www.corma ltd.co.uk

Shared Lives South West

Shared Lives is an independent regional charity that offers a service, similar to adult fostering, for adults (people aged 18 or over) who require accommodation and support. Service users include people with learning disabilities, with physical disabilities, with dementia or who have autistic spectrum disorders. They also support parents with a learning disability and people with mental health problems. The service offers long term Shared Lives arrangements as well as respite, short breaks and day-time support.

It began as a service for working age adults who are unable to live independently, principally those with learning difficulties and this remains the predominant user group.

The scheme has recently won funding from the Princes Trust to develop their services for older people in rural areas in the Launceston, Callington, Liskeard and Bodmin areas. The current priority is the recruitment of carers.

Shared Lives is 15 years old and has 150 schemes across the country with South West being the largest scheme. The South West has 300 carers across Cornwall, Devon, Plymouth and Torbay. There are 450 long term service users and they arrange 80 -100 respite breaks per month.

There is a thorough assessment process and carers must have some relevant experience of looking after others. Cost of the service varies by need but is around £80 – 112 per 24hour period.

Shared Lives have offices in Newton Abbott and Redruth.

Website: www.sharedlivesw.org.uk