



Westmorland
& Furness
Council

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The future of Applethwaite Green Care Home in Windermere _____



To complete an online version, please visit consult.
westmorlandandfurness.gov.uk/adult-social-care/applethwaite-green or scan the QR code



Return your completed survey by 5 August 2026 to Applethwaite Green
Consultation, FREEPOST, Westmorland and Furness Council



What this consultation is about

This consultation is about the future of Applethwaite Green Care Home in Windermere.

We know the valued place Applethwaite Green has in the community and the longstanding role the home has played in supporting local people for more than 50 years. The Westmorland and Furness Council home is rated “Good” by the Care Quality Commission and we are proud of the quality of care our current and past staff have continued to provide.

We are looking at the future of Applethwaite Green because the building is costly and not fit for the future of modern care. Applethwaite Green has 27 rooms, but resident numbers have declined to 16, making operating costs per resident very high.

No decisions have been taken about the final outcome. The purpose of the consultation is to gather views, understand impacts, and ensure that any future decision is informed by the experiences and priorities of those most affected.

We understand that even the start of a consultation on options for the future may be worrying for residents, families, and staff. These are people’s homes and places of work, not just buildings, and we are approaching this with care, openness and respect.

This consultation is about listening. We want to hear directly from residents, loved ones, staff and local communities so that any decision we make is informed and focussed on people’s wellbeing, dignity and safety.

Throughout the consultation period, residents and families will receive individual support, and staff will be kept fully informed, with trade unions engaged as part of the process. The council will ensure that any future changes prioritise safety, continuity of care and quality of life.

Following the consultation period, all feedback will be carefully considered and the Director of Adult Social Care will make final decisions later in 2026.

Thank you for taking part in this consultation. You will find more details below about the background to this consultation, our wider vision for the future of care, and how to take part in the consultation and find out more at community information events.

Information about the consultation will be updated throughout the consultation period at **consult.westmorlandandfurness.gov.uk/adult-social-care/applethwaite-green**.

If you have any questions or you or someone you know needs additional support to take part in the consultation please email **care.consultation@westmorlandandfurness.gov.uk** or call **0300 373 3301**.

Nikkie Phipps – Assistant Director of Care Services,
Adult Social Care, Westmorland and Furness Council

A Place Called Home: our vision for care

Westmorland and Furness Council, which owns and runs Applethwaite Green along with eight others in Furness, South Lakeland and Eden, is planning the future of its care services for older residents for the coming decades.

We want to meet the expectations of an ageing population who consistently tell us they want to live their lives independently in their own homes, in their own community, for as long as possible.

For people who are no longer able to stay in their own home or move to specialist housing where support or care is on-hand (such as people with dementia or complex needs), residential care homes will still be needed – but increasingly the age and layout of our building environments is increasingly challenging the excellent care our staff provide, and sometimes limiting the care we can provide or who we are able to provide care for.

The council's vision for Adult Social Care

The council's vision for Adult Social Care is where 'people live in a place they call home, with the people and things they love, in communities where they look out for one another, doing the things that matter to them.'

This vision drives a shift toward home-based support rather than residential care, independence rather than dependency, and strong community connection rather than isolation.

To achieve this we are prioritising:

- **adaptations, technology and personal support** to help people remain in their own home,
- **reablement support and intermediate care beds** to help people return to their own home after a spell in hospital, to support people to retain or regain independence in the community, or to prevent the need to go into hospital
- **local access to affordable, specialist housing offering support and care**, preventing or delaying the need for residential care
- **modern residential care, with facilities and services that are fit for the future**, and specialist support for people living with advanced dementia.

Your living choices in later life

In March the council launched a "Community Conversation" on the future of care called 'A Place Called Home: your living choices in later life'.

We asked residents to think about their future living and care preferences if their need for support and care increased.

Overwhelmingly respondents preferred being supported to remain independent at home, or in specialist housing in their own community, with their own front door. The prospect of living in a residential care home, however good the quality of care might be, was seen negatively and only as a very last resort.

Why is the future of Applethwaite Green being reviewed now?

Residents' views and preferences from our 'A Place Called Home' survey are supporting our long-term planning for all aspects of the future of care in the coming years.

As part of this, analysis of all our care home buildings, occupancy rates and operating costs, has identified at an early stage two residential care homes where there are urgent and compelling reasons to consider their future immediately.

Last month Westmorland and Furness Council's Cabinet considered detailed reports outlining significant challenges facing Applethwaite Green, and Grisedale Croft Care Home in Alston.

These included:

- buildings with layouts and room sizes that no longer meet modern care and regulatory standards, and which are costly to run and maintain
- declining occupancy rates, leading to very high costs per person
- workforce pressures, with difficulty recruiting staff and high spending on agency staff.

The Applethwaite Green building

Applethwaite Green was constructed more than 50 years ago and has now exceeded its original design life. As such, it presents increasing challenges in meeting modern standards of care, efficiency, and safety.

Bedrooms are below the required minimum size and there is no scope to provide en-suite or dementia-friendly facilities without significant investment.

The home does not comply with current Care Quality Commission (CQC) design expectations and does not reflect the standards expected of contemporary care environments, particularly in relation to accessibility, dignity, privacy, and infection control.

The layout and configuration does not support person-centred care in line with current expectations. There are restricted communal and therapeutic spaces, limiting opportunities for social interaction and wellbeing-focused activities, and inefficient staff circulation and observation, impacting operational effectiveness and care delivery.

Costs of modernising or rebuilding Applethwaite Green

Modernising Applethwaite Green would involve extensive remodelling and refurbishment, with larger en-suite rooms and reduced capacity.

Indicative costs, based on similar council projects in Cumbria, were stated in April as being **£2.5 million to £3.0 million**, or more, depending on the scope and specification. A complete rebuild would cost more.

This range of indicative costs is subject to change due to geopolitical uncertainty and building costs rising by more than has already been allowed for.

Applethwaite Green occupancy and running costs

Applethwaite has 27 bedrooms but is operating at a reduced capacity of 16 bedrooms being available due to severe difficulties recruiting, room sizes, and a fall in overall demand. At the time of the opening of this public consultation, on 14 May, 2026, it had 16 residents.

It had an annual budget of £1.26 million for 2025/26 but at the end of December was forecast to overspend by £291,000 or 23% for the full year. This gives a forecast total operating cost of £1.55 million, plus centrally attributable overheads at an estimated 16.7%. Due to recruitment challenges and the high cost of local accommodation it has the highest spend on agency staff of any Westmorland and Furness care home – a forecast £361,000 for 2025/26.

A registered care home needs a minimum number of staff to operate safely 24/7 and to meet regulatory standards, and so has high fixed costs which do not reduce as occupancy falls. Applethwaite Green had a budgeted staffing establishment for 2025-26 of 30.31 full-time equivalent staff.

This means that Applethwaite Green had very high total costs to the council in 2025/26 of £2,315 per resident a week (*based on a December 2025 full-year cost forecast and the occupancy at the time of 15*).

This is the second highest cost of Westmorland and Furness Council care homes and is more than double the cost to the council of a care home place at an independent provider or a council-run home which has full occupancy.

The future of the highest cost council-run home, Grisedale Croft in Alston, is also under consultation about its future.

While the council recognises the longstanding role Applethwaite Green has played in supporting local people, in the current financial climate it would be irresponsible not to consider carefully whether such a large investment in refurbishment (consultation option 2 below) or a rebuild (option 3 below), is the best use of council tax payers' money and whether such high operating costs can continue.

Alternative provision to Applethwaite Green

There is good alternative provision of residential care in South Lakeland, with nine residential care homes rated Good by the Care Quality Commission within 12 miles of Applethwaite Green. One is in Windermere, seven are in Kendal, which has good road and public transport links with Windermere, and one is in Haverthwaite. A further three, all rated Good, are within 16 miles - two in Milnthorpe and one in Grange.

Two of these 12 homes are council run (Riverside in Kendal and Croftside in Milnthorpe), and 10 are independent.

The 12 homes have a registered capacity of 479 and on 30 April had a total of 29 vacancies.

In Windermere, there is also a Westmorland & Furness Council extra care housing scheme, Birthwaite Gardens, located in very close proximity.

What does consultation on the future of Applethwaite Green mean?

The council's Cabinet agreed to begin formal public consultations on the future of Applethwaite Green. This will run for 12 weeks from **Thursday 14 May to Wednesday 5 August**.

The decision allows the council to consult residents, families, staff, and the wider community on options for the future, in line with its legal duties and in order to make informed future decisions.

Information is available in formats that meet different communication needs. Applethwaite Green residents will be supported to take part, with advocacy available where required. Drop-in information events will take place in Windermere Library and Ambleside Library.

The Cabinet agreed that the council will consult on all of the following options for Applethwaite Green:

Option 1	Do nothing
Option 2	Refurbish Applethwaite Green
Option 3	Demolish and rebuild at Applethwaite Green
Option 4	Close Applethwaite Green

Following the consultation period, all feedback will be carefully considered and the Director of Adult Social Care will make final decisions later in 2026.

Further details on what the different options mean and how to take part in the consultation can be found below.

What do the four options for Applethwaite Green mean?

Option 1 Do nothing



- Current and future residents would continue to live in rooms that are below recommended minimum size, with no en-suite bathrooms, in a building whose layout does not align with modern models of care.
- This option would be least disruptive to current residents - but would not be able to provide the model of care that regulators and future residents will expect.
- The home would continue to have very high operating and maintenance costs, with an unsustainable dependence on agency staffing.
- Significant capital expenditure would be needed in coming years on the building and its heating and electricity infrastructure just to keep it open.

Option 2 Refurbish



- The home would be remodelled and refurbished at an estimated cost of between £2.5 million and £3.0 million, with the number of rooms reduced to accommodate en-suite bathroom provision.
- Operating costs would remain high as refurbishment would not solve the workforce challenges.
- The significant work required would be highly disruptive to residents over a long period.
- Such a high level of capital investment for a home where there has been falling demand, and there is suitable alternative provision, would be difficult to justify in the current financial challenges facing Westmorland and Furness Council.

Option 3 Rebuild



- A rebuild would have a higher capital cost than refurbishment with no strategic benefit.
- Operating costs would remain high as a rebuild would not solve the workforce challenges.
- A rebuild would be highly disruptive to the 16 current residents, who would need to move to alternative temporary or permanent residential accommodation.
- Such a high level of capital investment for a home where there has been falling demand, and there is suitable alternative provision, would be difficult to justify in the current financial challenges facing Westmorland and Furness Council.

Option 4 Closure of Applethwaite Green



For residents and staff

- Residents and families would be supported to visit alternative homes and make informed choices. Individual relocation plans would be prepared for each resident, and planned sensitively to meet updated and re-assessed care needs and minimise disruption.
- Staff consultation would begin in line with employment legislation, including redeployment and retraining options.
- A final timetable for closure would be agreed, shaped by residents' needs, market availability, and safe transition requirements.

For the council

- The very high cost and risk to the council of running and maintaining an inefficient, part-occupied care home in a building that is no longer fit for purpose would be removed.
- The financial savings on operating costs and avoidance of capital costs, would increase the ability of the council to achieve its strategy of investing in and supporting older people to remain at home in their community or in local specialist housing, and to provide specialist residential care for people with complex needs or advanced dementia.
- The site could be made available for alternative health, housing or other community use. It could also be sold, which would release funds for alternative council investment or to relieve pressure on the overall finances of the council.

What alternative care homes are available if Applethwaite Green were to close?

The following 12 care homes offering residential care are within 16 miles and are all rated Good by the Care Quality Commission.

Care home	Distance in miles from Windermere	W&F Council home or independent	Latest Overall CQC Rating	Admittable Vacancies (at 30/04/26)
Twin Oaks Windermere, LA23 2DL	0.69	Independent	Good	5
Summerhill Care Home Kendal, LA9 4JY	7.36	Independent	Good	2
Silver Howe Kendal, LA9 6AQ	7.98	Independent	Good	3
Riverside House Kendal, LA9 5JL	8.0	W&F Council	Good	4
Kendal Care Home Kendal, LA9 7JA	8.39	Independent	Good	2
Heron Hill Care Home Kendal, LA9 7SE	8.48	Independent	Good	3
Gilling Reane Care Home Kendal, LA9 4JB	8.6	Independent	Good	1
Stonecross Care Centre Kendal, LA9 5HH	10.0	Independent	Good	2
Hollow Oak Nursing Home Haverthwaite, LA12 8AD	11.8	Independent	Good	0
Croftside Milnthorpe, LA7 7QR	15.6	W&F Council	Good	3
Hartland House Residential Care Home Milnthorpe, LA7 7QW	15.8	Independent	Good	2
Grange Cottage Residential Care Home Grange-over-Sands, LA11 7EZ	16.1	Independent	Good	2

Care homes within 16 miles of Applethwaite Green (all CQC rated 'Good')



1 Applethwaite Green Care Home

2 Croftside

3 Gilling Reane Care Home

4 Grange Cottage Residential Care Home

5 Hartland House Residential Care Home

6 Heron Hill Care Home

7 Hollow Oak Nursing Home

8 Kendal Care Home

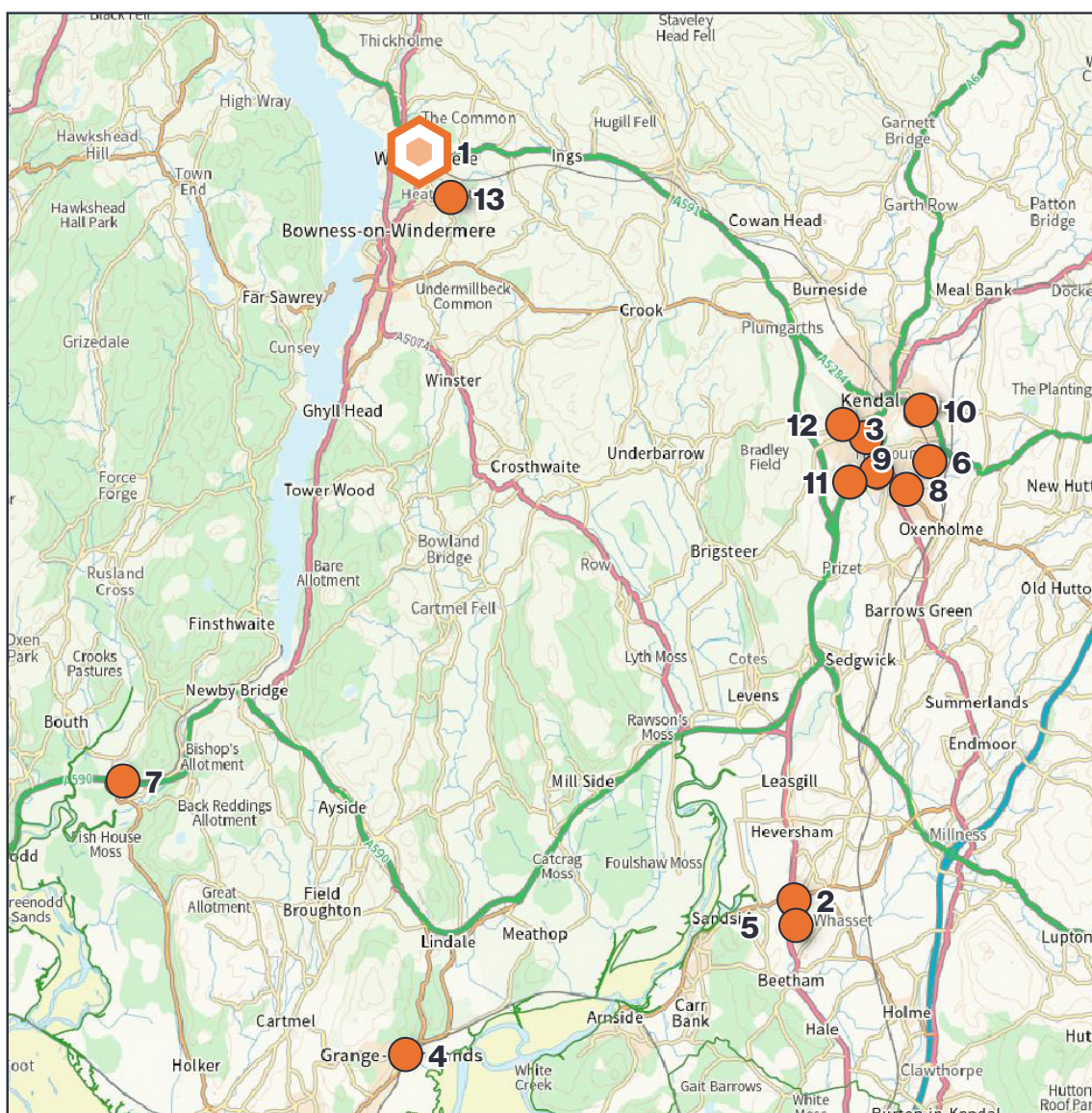
9 Riverside House

10 Silver Howe

11 Stonecross Care Centre

12 Summerhill Care Home

13 Twin Oaks



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How to get involved in the Applethwaite Green consultation

We welcome and would like to hear your views. This is a public consultation and we welcome responses from any individual or group with an interest in this issue.

We will gather feedback in a number of ways, to ensure that everyone has the opportunity to have their say, including:

- An online consultation information page with an online consultation survey
- A paper consultation pack and survey
- Information drop-in events in the community
- Support for residents and their families to take part, with advocacy available where required.
- Consultation with potentially affected staff and Trade Unions.

Online consultation page and consultation survey

Our online consultation information page and consultation survey can be found at **consult.westmorlandandfurness.gov.uk/adult-social-care/applethwaite-green** or use the QR code:

The information page will be updated with information and relevant documents throughout the consultation period.

On the survey you have the chance to indicate your preferred option for Applethwaite Green and to comment further.



Printed consultation information and consultation survey

Printed versions of the consultation information and survey will be available to pick up at community venues in the Windermere and South/Central Lakes area, including:

- Windermere Library
- Ambleside Library
- Kendal Library

Paper surveys can be returned to any of the library venues or posted to the council without a stamp to:

Applethwaite Green Consultation, FREEPOST, Westmorland and Furness Council.



Information boards

Consultation information boards in Windermere Library and Ambleside Library will be updated with printed versions of any new or updated information that is posted online during the consultation period.



Community information drop-ins

The council will be holding a series of drop-in information sessions where people can find out more about the consultation, speak individually to council officers about the proposals, or be supported to fill in the survey on paper or online.



Venue	Date and time
Windermere Library	Monday 1 June 10.30am-12.30pm
Windermere Library	Monday 29 June 10.30am-12.30pm
Ambleside Library	Wednesday 1 July 10.30am-12.30pm
Windermere Library	Thursday 16 July 2.00pm-4.00pm

Residents of Applethwaite Green and their families

We are committed to involving all Applethwaite Green residents and their relatives at the centre of our decision-making. If you are someone who will be directly affected by the proposed options then you should already have been contacted directly by our staff.



If you have not yet been contacted, then please let us know using the contact details above/below and we will be in touch as soon as possible to explain the support available.

All residents and their family members will be offered advocacy support from independent, professional advocates. We want to make sure that everyone affected has the chance to fully participate in this consultation. The advocacy organisation will produce a report for the council setting out their findings.

The council will also consult directly with staff and other local stakeholders.

As a resident or family member you can of course also let us know your views in the same way as all other members of the public, through the online consultation survey or the paper version.

We look forward to receiving your views and comments.

How can I contact the council?

If you require any further information on this consultation you can:

email: care.consultation@westmorlandandfurness.gov.uk or tel: **0300 373 3301**

Applethwaite Green Consultation Survey

Privacy Statement

In submitting this form, you agree to your feedback and comments being used for the purposes of informing the Adult Social Care future of care project. Any feedback and comments used will be anonymised.

The information will be accessed only by necessary staff at Westmorland and Furness Council.

Your data will be held securely and will not be distributed to third parties. You have a right to change or access the information collected in this survey.

When this information is no longer required for this purpose, Westmorland and Furness Council will dispose of your data.

To read our full privacy notice, visit our website: westmorlandandfurness.gov.uk/your-council/data-protection-andprivacy/privacy-notice.

Have you read our privacy policy and are you happy to proceed with this survey?

Yes, I'd like to proceed

☐

1 Which of these four options for the future of Applethwaite Green Care Home do you prefer?

Option 1	Do nothing	☐
Option 2	Refurbish Applethwaite Green	☐
Option 3	Demolish and rebuild at Applethwaite Green	☐
Option 4	Close Applethwaite Green	☐

2 Please provide any additional information to explain your response (optional)

3 Any further comments or suggestions?

If you have any further comments or suggestions on any aspect of this consultation please provide them in the space below.

4 Please provide your name (required) and at least once contact method (required)

Name

Home address

Phone number

Email address

5 Which best describes you (the person completing this questionnaire)? Please tick one only

A member of the public (Windermere/Central Lakes area resident)

☐

A member of the public (Westmorland and Furness resident)

☐

A member of the public (Outside Westmorland and Furness)

☐

A resident of Applethwaite Green

☐

A relative or friend of a resident of Applethwaite Green

☐

A member of staff currently working at Applethwaite Green

☐

A representative of an organisation

☐

Other (please state)

6 If you are responding as a representative of an organisation please state which organisation you represent and your role or job title.

About you

To help us ensure we have engaged with a cross section of residents, please complete the optional monitoring questions below.

To read our full privacy notice, visit our website: **westmorlandandfurness.gov.uk/your-council/data-protection-andprivacy/privacy-notice**.

Why we ask for this information

As a public authority, Westmorland and Furness Council is subject to the public sector equality duty set out in the Equality Act 2010 which can be viewed here **legislation.gov.uk/ukpga/2010/15/part/2/chapter/1**. This means that in exercising our functions we must work towards:

- eliminating discrimination, harassment, victimisation and other conduct prohibited under the Act
- advancing equality of opportunity between those with and without protected characteristics
- fostering good relations between groups with and without protected characteristics.

One of our Equity, Diversity and Inclusion aims is to strengthen the knowledge we have about our individual service users and residents.

While sharing information about protected characteristics is not a requirement, having this information gives us more understanding of the experience and outcomes different groups of people have of our services, meaning we are better able to identify and tackle any inequalities.

It also makes it easier for us to work with individuals to develop services that are appropriate to them.

Data protection and privacy

The information you provide will be handled in line with the Westmorland and Furness Council privacy policy and in accordance with the Data Protection Act 1998.

We may use anonymised statistics and data to inform discussions and decisions, including to improve things. However, no information will be published or used in any way which allows an individual to be identified. All details are held in accordance with the Data Protection Act 1998.

The information that we are asking you to provide is informed by our duties under the Equality Act 2010, and includes information about your age, race, sex and health.

What age are you?

- ☐ 16-24 ☐ 25-34 ☐ 35-44 ☐ 45-59 ☐ 60-74 ☐ 75+
☐ Prefer not to answer

What is your legal sex (as recorded at birth)?

- ☐ Male ☐ Female

Is the gender you identify with the same as your sex registered at birth?

- ☐ Yes ☐ No
☐ Prefer not to answer

What is your gender identity?

- ☐ Female ☐ Male
☐ Non-binary ☐ Prefer not to answer
Prefer to self-describe

What is your sexual orientation?

- ☐ Bisexual ☐ Gay Man ☐ Gay Woman / Lesbian ☐ Heterosexual / Straight
☐ Prefer not to answer

Prefer to self-describe

What is your ethnic group

Choose one option that best describes your ethnic group or background

Asian or Asian British

- ☐ Bangladeshi ☐ Chinese
☐ Indian ☐ Pakistani
☐ Other Asian or Asian British background

Black, Black British, Caribbean or African

- ☐ African ☐ Caribbean
☐ Other Black, Black British, Caribbean or African background

Mixed or Multiple ethnic group

- ☐ White and Black Caribbean
☐ White and Black African
☐ White and Asian
☐ Any other Mixed / Multiple ethnic background

White

- ☐ British ☐ English
☐ Welsh ☐ Scottish
☐ Northern Irish ☐ Irish
☐ Any other White background

Other ethnic group

- ☐ Arab ☐ British Romichal
☐ Welsh Romany (Kale)
☐ Irish Traveller ☐ Scottish Traveller
☐ Eastern European Roma
☐ Any other ethnic group

Prefer to self-describe

- ☐ Prefer not to answer

What is your religion or belief?

- | | |
|-----------------------------------|--|
| ☐ Buddhist | ☐ Christian |
| ☐ Hindu | ☐ Jewish |
| ☐ Muslim | ☐ No religion |
| ☐ Sikh | ☐ Other religion/belief |

Prefer to self-describe

- ☐
- Prefer not to answer

What is your relationship status?

- | | |
|--|---|
| ☐ Civil Partnership | ☐ Co-inhabitants |
| ☐ Married | ☐ Partnership |
| ☐ Separated | ☐ Divorced |
| ☐ Single | |
| ☐ Widowed / surviving partner from a registered civil partnership | |

Prefer to self-describe

- ☐
- Prefer not to answer

Do you have a disability or long term health condition?

- ☐
- Yes
- ☐
- No
- ☐
- Prefer not to answer

If yes, how would you describe your disability or long term health condition? (please select multiple options if necessary)

- ☐ No Disability
- ☐ Autism
- ☐ Behaviour and Emotional
- ☐ Hearing
- ☐ Learn or understand (Learning Disability)
- ☐ Manual Dexterity
- ☐ Memory or ability to concentrate
- ☐ Mobility and Gross Motor
- ☐ Perception of Physical Danger
- ☐ Personal, Self Care and Continence
- ☐ Progressive Conditions and Physical Health (such as HIV, cancer, multiple sclerosis, fits, etc)
- ☐ Sight
- ☐ Speech

Prefer to self-describe

- ☐
- Prefer not to answer

Do you identify as Neurodivergent?

- ☐
- Yes
- ☐
- No
- ☐
- Prefer not to answer

Have you ever been in care (e.g., foster care, residential care, or under the guardianship of a local authority)?

- ☐
- Yes
- ☐
- No
- ☐
- Prefer not to answer

Are you currently serving or have you previously served in the UK Armed Forces?

- ☐
- Yes
- ☐
- No
- ☐
- Prefer not to answer

Are you an immediate family member, partner, war widow / widower of someone who has served, or is currently serving, in the UK Armed Forces?

- ☐
- Yes
- ☐
- No
- ☐
- Prefer not to answer

What is your first language?

- ☐ English
- ☐ British Sign Language

Another language

- ☐
- Prefer not to answer

What is your national identity?

- | | |
|---|-----------------------------------|
| ☐ British | ☐ English |
| ☐ Welsh | ☐ Scottish |
| ☐ Northern Irish | |

Other, please describe

- ☐
- Prefer not to answer



Westmorland
& Furness
Council

Translation Services

If you require this document in another format (e.g. CD, Braille or large type) or in another language, please telephone: **0300 373 3301**.

للوصول إلى هذه المعلومات بلغتك، يرجى
الاتصال 0300 373 3301

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ
করে 0300 373 3301 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 0300 373 3301

Jeigu norétumėte gauti šią informaciją savo kalba,
skambinkite telefonu 0300 373 3301

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 0300 373 3301

Se quiser aceder a esta informação na sua língua,
telefone para o 0300 373 3301

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
0300 373 3301 numaralı telefonu arayınız

