

Response ID: ANON-3B7U-4J9H-Z

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 1: Do nothing

Reason for preference: This residential care home is an integral part of the community. Despite all the negatives you have laid out I have always found it warm, caring and a safe environment for my family member who was unable to remain in her home environment (despite many alterations and efforts to change her environment). We could not have managed without it. The staff do a fantastic job. This kind of care is essential, regardless of the cost. I did not choose this care home for the size of the bedroom, rather the quality of the care. If costs are the main concern, perhaps the council could use some of the 11 million it has made in second home council tax to put back into the local community who they are supposed to serve?

Response ID: ANON-4T2Z-4C9R-P

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 1: Do nothing

Reason for preference: Least disruptive to residents

Response ID: ANON-5H5K-8A3U-X

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 1: Do nothing

Reason for preference: Our mum is [REDACTED] and settled in Applethwaite Green where we are very happy with the standard of care, the size of her room and the number of bathrooms (one is next to her room). She needs assistance anyway so it doesn't matter that the bathroom is a separate door. Mum is only in her room at night. I feel the residents come first and that said, it would be too disruptive and disturbing to move her at her time of life.

Response ID: BHLF-9Y2N-6W6A-P

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 1: Do nothing

Reason for preference: 1st choice - Do nothing. 2nd choice - Refurbish Applethwaite Green. I am writing on behalf of my mother. She is fully "compermentious" but is now wheelchair dependant, slightly hard of hearing and totally blind. She chose Applethwaite Green after visiting 7 homes in South Lakeland. It allows her to be in the community she has lived all her life, family, her friends are all nearby. The staff are people she knew previously and who she absolutely loves.

Further comments: [REDACTED]
[REDACTED]
[REDACTED]

Response ID: ANON-6A9Q-2J2E-M

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 1: Do nothing

Reason for preference: Allow the current residents to see out the rest of their days in the place they know as home. They should not be made to feel fearful or vulnerable at this stage in their lives. This is where they live. This is where they call home.

After their passing, change can be implemented.

Response ID: ANON-5G8T-5F9Q-D

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 1: Do nothing

Reason for preference: Quite simply this is one of very few options for our beloved older generations. I like to visit my aunty multiple times a week and with a busy work schedule this would be really difficult if I had to travel to milnthorpe or even kendal . Also my aunty has lived in Windermere her whole life it seems so unfair that now at the age she would have to leave how cruel and frightening for her at her age.

Applethwaite has been great for her in such a hard time of handing over her independence and putting her trust in who were to begin with strangers, they became friends and its been a perfect home for her in this new chapter of her life , the building works it makes no sense to unhome all these vulnerable people for the sake of modern box ticking nonsense.

I really hope the empathetic option is considered here.

Response ID: ANON-2N5E-2D6Y-Y

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 1: Do nothing

Reason for preference: Option 1 is the least worst option for my [REDACTED] mother who is increasingly frail and suffers from anxiety. She is happy and settled at Applethwaite Green and has expressed no substantive complaints about her room, the facilities or the care she receives. Moreover, she is able to receive daily visits from my sister and her family who live in Windermere: during these visits she is able to be on video calls with myself (I live in [REDACTED] and my brother who lives in [REDACTED] I believe that any change in the status quo which entails a move that lessened this essential contact with her family would be for the worse and would have a deleterious effect on my mother's mental and physical well-being and may well shorten her life. I would prefer that my mother lived out

her remaining time in the safe and caring environment provided by Applethwaite Green where she is close to her family.

Refurbishment would have been my preferred option if, as was assumed by many of those concerned, it would have taken place without decanting the residents. With the confirmation that refurbishment would mean residents moving out for a significant period, refurbishment seems only slightly less disruptive than a full rebuild and is therefore a non-starter.

Closure of Applethwaite Green would mean that we would have to move my mother to a new environment that is further away (up to a 32 mile round trip) and would inevitably mean less frequent visits with negative effects on her well-being. We have begun looking at some of the alternatives listed in the consultation document. Some do not offer any bigger or better rooms and facilities than Applethwaite Green (eg Riverside and Croftside). At least one appears to be in the process of winding down operations and does not offer the kind of care, facilities and cover that my mother needs. One of the listed care homes has a CQC rating of 'Requires Improvement' with concerns about safety and leadership raised. In sum closure of Applethwaite Green and the relocation of residents is not as simple a process as the consultation document suggests.

Our family has made these points and more in emails to council officers and councillors at the various drop-in sessions and public meeting as well as separate submissions to the consultation process.

Further comments: Frankly the consultation has not been particularly well conducted, exemplified by the need to extend the consultation because of a lack of essential information on the refurbishment option. It has also felt like a constant struggle to get information on the various options from the Council (eg calculation of running costs of Applethwaite, implications of the various options). Nor has the Council been transparent that their preferred option from the beginning of this process (as concluded in an April Cabinet meeting) was to close Applethwaite Green.

Response ID: ANON-2Q6V-9M9W-5

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 1: Do nothing

Reason for preference: It has been established that this document shows gross operating costs without the corresponding net financial position and that the headline cost-per-resident figure was affected by occupancy primarily constrained by staffing. Further evidence of the manufacturing of occupancy data as well as blocking enquiries does not reflect well with regard to the claims made within this document nor the responses received during the Drop-ins.

Therefore this does NOT and would not enable me nor any respondent to base an informed and intelligent response to this consultation as it stands

Until such a time when the the council can correct and verify the underlying evidence, and/or consider a further sustainable option, the only Option is DO NOTHING until such a time a fresh consultation can be undertaken.

Further comments: The council such engage experts who are accomplished in sensitive renovation and refurbishment. There are companies who specialise in working with residents in situ.

Applethwaite Green Care Home covers a large area with a much greater percentage of elderly than Kendal. When available care home available beds are set against the demographics of persons over 70 the councils proposal to close Applethwaite is absurd.

Response ID: ANON-6B7D-6X2R-5

Respondent category: Other (please state)

Preferred option: Option 1: Do nothing

Reason for preference: As a mobile foot Health Practitioner, I have visited Applethwaite Green for a day every 3 weeks over the past 12 years. I also visit other care homes, several of which you describe in your "good" alternatives.

May I say that Applethwaite can keep its head up high. The residents have never complained about their bedrooms not being ensuite. Residents are here because they need assistance. Many need encouraging to go to the toilet and have pads on that need staff to help them change. Others can not physically go to the toilet on their own. And residents are not sat in their bedrooms, they are in the communal lounge.

And there are agency staff working alongside full time staff. The residents appear to enjoy the variety. If you are worried about agency staff you should have kept the prospect of closing down the home a secret. I have been aware of it's possible closure for at least 2 years when a friend accidentally told me. The staff have known about it's possible closure and have left in fear of being without a job, not because they do not like the way it is run. Some of the staff are original staff from 12 years ago, because they love their job and the residents.

This building is fit for purpose and very much loved by all who visit.

Further comments: As the residents say, this is their home.

1. The staff love and look after the residents. The local staff know Windermere and can talk to the residents about the area.
2. The staff bring flowers in from the garden for the residents and arrange them in their bedrooms.
3. The staff make a fuss of the residence and give them special hair dos and special hot chocolates.
4. A male residence, who has now died, had no relatives. The staff spoilt him with chocolate library books, 2nd hand teddy bears. He was made to feel loved.

I asked why the 3rd corridor was eventually closed, and I was told that it didn't make financial sense to have it half filled. This problem should have been sorted out. People leaving hospital could have used these bedrooms and it would have/still could create an income.

Before any decision is made I would suggest that you spend 2 hours at Applethwaite, where the residents are loved and the staff love their jobs. [REDACTED]

[REDACTED]

Response ID: ANON-4C9R-8K4F-Y

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: The council shut the abbey in Staveley and it's been sat dormant for the last 5+ years it was such a fantastic work place and the residents who were there loved being there it was such a tight knit community and everyone looked out for each other. We need care homes in Cumbria and especially council run homes. With the cost of living going up and people trying to save what they can going into a private home will add more strain to families when they shouldn't need to worry about money when they have loved ones in a vulnerable state. The people that moved from the abbey when that shut didn't last long before they passed away due to the strain of moving and putting the residents out of their comfort zone and into a new environment can cause a huge strain on the person.

Response ID: ANON-9P9Q-2S9N-Y

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: Windermere needs a home for people who can't live alone or need 24 hour care. Moving to Kendal is too far for some relatives who do not drive and also takes away the people who need care from their home village to live somewhere else. It would be a travesty if it were to close.

Response ID: ANON-8Q6B-3T3Y-M

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: The area of Windermere does not have enough homes to care for the elderly, this is why I think this should be refurbished to meet requirements.

Elderly people do not deserve to be moved away from their family who are mainly around the Windermere area, this will be making it stressful for the more vulnerable.

Response ID: ANON-4T2Z-4C7B-4

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: If this was to close and be demolished it affects the mental health of the vulnerable frail and dementia residents when family can't visit when residents have to be moved it also affects all the family

Further comments: Please refurbish and keep family where they are close to family and where residents are already settled and happy

Response ID: ANON-8N9G-6J4D-X

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: I think refurbishment would be best for Applethwaite Green because we need a local facility. I think moving residents is a serious risk to their mental health and will affect their involvement in community and with their families.

Further comments: I don't think this process has been clear or enough information has been provided.

Response ID: ANON-8N9G-6J7S-G

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: I strongly oppose the proposed closure of applethwaite green. My great-aunt is a resident, and the home's location is a vital part of her wellbeing and quality of life. The ability of family and friends to visit regularly is extremely important for elderly residents. Regular visits help reduce loneliness, maintain family connections, support mental health, and provide reassurance to both residents and their loved ones.

If the home closes and residents are moved elsewhere, many families will face significant difficulties in continuing the same level of contact. In my family's case, my great-aunt's brother lives only a short distance away and is able to visit her frequently. He is elderly himself and suffered a heart attack only a few years ago. If she were moved further away, it is very likely that he would no longer be physically able to visit as often, if at all. This would be devastating for both of them.

My great-aunt's sister is also currently unwell. While family members can help transport her to visit, this is only practical because the home is nearby. A move to a more distant location would create additional barriers and could significantly reduce opportunities for visits.

As a working parent, I am also able to visit because the home is close to where I live and work. I can call in after work, visit at weekends, or stop by when family commitments allow. If the home were relocated further away, these visits would become much less frequent. I know many other families will face similar challenges.

The impact of closure extends beyond individual residents. This care home is an important part of the local community. It allows families to remain actively involved in the lives of their loved ones and helps older people maintain meaningful connections with those around them. Relocating residents away from their established support networks risks increasing isolation and anxiety at a stage of life when stability, familiarity, and regular contact with family are especially important.

Many residents will have built relationships with staff, fellow residents, and local visitors over many years. Moving elderly people away from familiar surroundings can be distressing and disruptive, particularly for those who may already be coping with health issues, frailty, or cognitive decline.

I urge the Council to carefully consider the wider consequences of closure, not only in financial terms but in terms of the human cost to residents, families, and the wider community. The value of keeping families connected and preserving the wellbeing of vulnerable older people cannot be overstated.

For these reasons, I strongly believe the care home should remain open.

Further comments: I would ask the Council to carefully consider the impact that relocating elderly residents will have on their emotional wellbeing, family relationships, and quality of life. For many residents, regular visits from loved ones are only possible because the home is located within their local community.

As someone with work and family commitments, I am also able to visit because the home is close by. This allows me to maintain regular contact and support. If residents are moved to a more distant location, many families will inevitably see their loved ones less often, not because they do not care, but because of the practical challenges of travel, work, health, and caring responsibilities.

Older people should not lose important family connections because of decisions about service provision. Familiar surroundings, established routines, trusted staff, and frequent family visits all contribute to residents' wellbeing. The effects of moving vulnerable elderly people away from their support networks should not be underestimated.

I believe the Council should place significant weight on the social and emotional impact of closure, as well as the wider effect on families and the local community. Keeping residents close to the people who care about them is essential to maintaining their dignity, happiness, and quality of life.

Response ID: BHLF-7P6B-3Z3A-Z

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: I don't understand why you can't do refurbishments gradually instead of just leaving it until you think you need to close places down. Applethwaite has probably needed refurbishing years ago. If the Council had bothered to spend money on it then, it might not need refurbishing now. You say it is running at a reduced capacity. I have spoken to a number of people who have told me that they were told that there were no rooms available by the Council. Maybe that might be the reason it is not at full capacity if you are telling people there is no room.

Further comments: people who have lived in Ambleside, Grasmere, Hawkshead, Conistone, Langdale all their lives don't want to move to Kendal or further afield. It takes long enough to get to Windermere from these places in the summer months and you want to double or triple in the distance people are going to have to travel. Are the Council going to pay the increase in petrol money or bus fares for everyone? Why don't you use the £12 - 13 million I read somewhere which you get from second homes to refurbish Applethwaite. No I forgot that will probably go to topping up the ridiculous amount of money

you [REDACTED] get paid. I find it absurd some of you get paid more than the Prime Minister. Since the Council has become Westmorland and Furness I have no confidence in you what so ever.

Response ID: BHLF-6U5K-8A8H-4

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: 1) When it's gone its gone, like school playing fields.

2) Empty wing being used to accommodate residents while work done.

3) Are on-sweate bathrooms necessary.

4) Use empty wing to house staff and save on agency workers.

5) Make every other room a shared bathroom or split to make a bedroom (if necessary)

6) There is a shortage of housing not every one can be cared for in their own home and the % of old people is increasing.

7) Profit more important than care.

Further comments: Are the alternatives like for like? E.G Cost. The closure could cost lives isn't this a short sighted quick fix what's next Riverside?

Response ID: ANON-8N9G-6B4Z-C

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: It needs to be refurbished as it is a vital part of our Community and we must keep it going

Further comments: We really want it to be carried on we don't want it to be closed down as this will heavily impact the entire community and the surrounding areas

Response ID: ANON-5H5K-3J2V-2

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: Your document states that most people would prefer to stay in their own home. I agree - wouldn't we all love to !!! The issue is that people are living longer and many simply can no longer physically look after themselves adequately and safely at home (average life expectancy particularly for women) has gone up consistently since records began and is now 83.3 years in W&Furness, although many residents are in their 90s. They need 24 hour physical care, support, company and compassion in a warm and caring environment. What they want NOW is a home in their local environment, close to family and friends and the community they call home. Good mental and social health is enhanced in a local home such as Applethwaite and a positive, contented resident has

a longer life expectancy. You are focusing on the wrong things, saving money and being efficient rather than the real needs of the local community.

Further comments: Many of these residents are the last generation to have fought in or lived through the 2nd World War and all its hardships and demands. They have worked, paid taxes and contributed towards their community- don't they deserve to be looked after in their local community? Cared for and respected in their final years? You (W&F council) are treating this as an objective black and white decision. These are real people not just numbers in a spreadsheet. Have some compassion...

Response ID: BHLF-2N5E-2Q8N-3

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: Applethwaite Green has always been part of the community in Windermere and I have friends in their that I can visit

Further comments: I feel moving my friend would cause her a lot of upset and possibly not survive the move due to health and age.

Response ID: BHLF-8H3C-9T8Z-N

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: Windermere needs Applethwaite Green to stay open as you can not say how long it would take to rebuild a refurbishment is best so people can stay in the place they call home, were family of all ages living in and around Windermere, Ambleside, Troutbeck, Grasmere can visit there love ones every day with not takes to long bus rides or even two buses if they no longer drive. Seeing people you love is very important more so than having to share a bathroom this people how do have feelling have family and staff who they no and who care about them and to take this away from them is so very wrong.

Further comments: Have you chequed if all of these other homes still have beds or do they want to take people from outside there town as this list was printed mowths ago. I am the only one in my family who drives so if we have a family member or friend in a home else were i would have to be driver for every one else, or the person would see not one which is not right. That is the same for lots of older people. stop driveing and family are at work.

Response ID: BHLF-9P9Q-2F9E-9

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: A sympathetic refurbishment is needed. Not all rooms have to be en-suite. There has been little investment done over the years. There is a need for a Residential home in Windermere as it covers Hawkshead, Ambleside, Troutbeck and Coniston! There becomes a time when you cannot be cared for in the home. [REDACTED] lived in Rayrigg Gardens she fell and ended up in Barrow Hospital. Rayrigg Gardens would not accept her back we tried to get her into Applethwaite Green in Mid 2022 but were told there were no beds available. She went into the Abbey in Barrow for 2-3 months. To visit was nearly impossible! We kept asking to get into Applethwaite and then told it was going to be refurbished.

24-11-22 she went into Bridge House Flookburgh. Again we kept asking to go to Applethwaite. Eventually we went to Applethwaite after being told yet again there were no beds. We knew there were and fought to get her in 05-11-23! After 18 months.

From experience, before I had 2 grandparents, 1 went into Applethwaite and the other in Kendal. This showed me how important Applethwaite was as it was easy to visit Applethwaite and not so much in Kendal. This left me feeling guilty as I visited one more than the other.

Further comments: This consultation is FLAWED! and has been a farce! [REDACTED]

[REDACTED] The welfare of [REDACTED] and family have not come first. No individual support has been given! Declining occupancy in Applethwaite has been self-inflicted and manufactured! I know other distant family members who have wanted to go in and have been told there are no beds available or they were too young! It took [REDACTED] 18 months! to get in when she could have been admitted straight away. You will struggle to get staff if it has been renowned for years to close. Yes of course the price per resident will be high as you have manufactured that by not taking people in! You have misled over occupancy and running costs!

Response ID: BHLF-5M5E-2K3F-J

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: I think refurbishment but it doesn't have to be a major refurbishment, not every room needs to be ensuite, people at the home at the moment are very unhappy, work has been done without taking people out, you've said there isn't a lot of communal area but there is, my mum has been in numerous places, due to no thanks to you saying there was no beds and then you were going to refurbish, these were both lies, most of mums life has been in Windermere, people who visit her are not able to travel even to Kendal, Applethwaite Green should stay open as you have to think about the large area it covers, people from Coniston shouldn't have to travel to Kendal.

Further comments: [REDACTED]

[REDACTED] The whole consultation paper is biased on the side of closure, the wording and the way it has been done is misleading, it looks like over the years Applethwaite Green has been manipulated to make the figures look expensive for per resident. There was actually no reason why my

mother could not have been in there 18 months sooner, we know of many more people that wanted to go in there, some got in after a lot of shouting and others that never got in there. This consultation is totally flawed, we are getting legal advice, and we feel a formal enquiry with the way this has been handled, which we are prepared to fight for.

Response ID: ANON-3B7U-4P9P-E

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: Option 2: Refurbish Applethwaite Green

Reason for preference: I'll start by saying I've attended 4 drop in sessions and requested WAFC for a public meeting, which I'm grateful was arranged once WAFC realised the depth of feeling of the residents, families and wider community. Myself and my family have raised freedom of information requests, completed research into how consultations should be run and the legalities involved in the consultation process. I've visited 10 care homes since the consultation began should our Mum have to move.

We've spoken to local parish and town councillors and to our MP Tim Farron. We're grateful for all the information and support we've received throughout this process. Our mum is [REDACTED] and has been a resident at Applethwaite green for 18 months. She moved to Applethwaite Green to be near my family. My brothers are in [REDACTED] and [REDACTED] so moving near to me was a logical decision. I visit mum every day and we FaceTime my brothers twice a week each. My family each visit mum a couple of times a week.

I believe that refurbishing is the only option to choose although I don't believe that 3 million needs to be spent! It could be refurbished for a more modest cost. I've come to this conclusion by eliminating the other 3 options - even though I don't have all the information quoted by WAFC in the consultation pack

Do nothing isn't an option as the home doesn't meet current regulatory standards although this is questionable.

Demolish and rebuild isn't an option, the council is severely in debt and under threat of a section 114 notice - I believe that should it close then it won't reopen as the funds would be redirected elsewhere (this has already happened once where £10 million was put aside for refurbishing 12 homes - which was moved to the councils other priority projects - source Nikki Phipps)

Closure isn't an option - this would be devastating for this area - Applethwaite Green serves Windermere, Ambleside, Coniston, Hawkshead and all rural areas in between. Closure would mean there would be 3 beds at the nearest care home, [REDACTED]
[REDACTED] This means that our elderly and frail would be moved out of the area they've grown up in, lived in and loved. It means that their loved ones would have to travel using sporadic trains and buses. Many of the homes suggested in the consultation pack aren't even on bus and train routes. It means that visits will be reduced due to cost and travel availability.

I'll start with the consultation pack next.

Page 3 - A place called home : our vision for care

This has been put into the public domain in the last couple of days document that WAFC council are quoting. When I first spoke to Nikki Phipps I was told it would be presented to cabinet in July and would be available to the public shortly after. I've chased this several times and it's just been published meaning that anyone who has completed the consultation already hasn't had access to all the information to make an informed decision. It's very remiss of WAFC to be promoting this service on Applethwaite Greens consultation pages.

Page 4 - why is the future of Applethwaite green being reviewed now?

Buildings not meeting modern care and regulatory standards

Declining occupancy rates leading to high costs per person

Workforce pressures

Interestingly at the beginning of the consultation and in the consultation document "a fall in overall demand" was quoted but when pressed for information to prove this WAFC quoted that occupancy has been kept low due to staffing constraints. So I've got mixed messages here - is it a fall in demand or a conscious decision to keep numbers low due to staffing constraints?

I know several families who would love a place at Applethwaite for a relative but have been told there is no availability.

"The home does not comply with current Care Quality Commission design expectations"- if it was to be built now then 12m2 would be the minimum size whilst existing or adapted homes have a baseline minimum of 10m2 or cruciallymatching the size available when the home opened. I understand that care needs not to be compromised. WAFC Market Position Statement Adult Social Care 2025 - 2027 on page 31 quotes "no home is inadequate" again a mixed message from WAFC.

Page 5 & Page 9 Alternative provision to Applethwaite Green - I've visited 10 of the homes on page 9. Here's my conclusion 3 homes would be unsuitable and shouldn't be in the document.

Twin oaks has a capacity of 7 and admissible vacancies of 5 at 30/04/26. [REDACTED]

Croftside and Riverside - both are WAFC homes built to similar specs as Applethwaite Green and around the same date. If Applethwaite Greens rooms are too small and inadequate then so are Croftside & Riverside. I've had a tour of both in my quest to look at alternatives. I believe that all WAFC homes will be under scrutiny from December 2025 and the reason that Applethwaite Green and Grisedale Croft were first is their high running costs. I wouldn't want to move my Mum to one of these homes - only for her to risk being moved again.

So I'd like to propose to keep Applethwaite open with a modest refurbishment.

Response ID: ANON-8S4J-8V9C-K

Respondent category: Other (please state)

Preferred option: Option 2: Refurbish Applethwaite Green

Further comments: I am a resident next door at Birthwaite and feel it's essential to keep this vital community resource open at any cost. A number of our residents have had to move next door as their health needs have changed. It's vital that senior local residents can stay local for the sake of friends

and family.

Response ID: BHLF-3N3H-7U6T-J

Respondent category: A relative or friend of a resident of Applethwaite Green

Preferred option: "Option 1.5"

Reason for preference:

Submission of Peter McNamara.

The following information outlines reasons for proposing a compromise solution somewhere between Option 1 and Option 2.

The Place Called Home Survey. The survey confirmed the obvious. Everyone wants the elderly to remain in their own homes for as long as possible. However, the survey is irrelevant when considering the future of Applethwaite Green. None of the current residents could survive without 24hr. personal care. There will always be the need for Applethwaite Green, or its equivalent. To suggest that financial savings made by closing the home could be used to support the elderly in their own homes is illogical. Displaced residents will not disappear. They will still need to be cared for in another home!

The Building. To imply that Applethwaite Green is obsolete and that after little more than fifty years needs to be replaced is lazy and extravagant advice. The home was purpose built and with regular maintenance and updating, facilities like this should function indefinitely. It happens all the time! To write off this asset would be a disgraceful waste of public money.

Cost of Modernising. Most of those responding to this consultation are in favour of the refurbishment of Applethwaite Green. However, they will also be aware that the council are unlikely to sanction expenditure of up to £3.0m on such work.

In these circumstances, it is suggested that modest improvements at modest cost could provide the basis and essential updating required at the home.

A simple, but cost effective approach to refurbishment (OPTION 1.5) could see the home reduced from 28rooms to 22, but with all meeting CQC regulations.

This arrangement would limit the provision of en-suite facilities, but as all existing residents have to be accompanied to the bathroom, such facilities would have marginal benefits.

Running Costs. The high running costs at Applethwaite Green are exacerbated by the Ambleside Wing standing empty and unused. This has meant, that for the last four years, the home has been at least 25% unoccupied. Various reasons have been given for this situation, but at a time when admissions to the home have been refused on a regular basis, it is hard to believe that better management of the situation was not possible.

In addition, to imply that this empty wing is linked with a fall in demand is irresponsible. National statistics and the sad increase in dementia cases indicate otherwise.

If the mismanagement of the Ambleside Wing over the last four years, results in the closure of the home, it will be a massive injustice.

It's also necessary to point out, that the home is not providing a free service. Many of the residents are self funding. As homes in the private sector are run for profit, it is difficult to understand why local authorities encounter so many financial problems running similar operations.

Alternatives. Although the 12 alternative homes suggested are registered good by CQC, this over simplified approach masks a number of problems. For example, the two council run homes on the list are as outdated as Applethwaite Green, with very similar problems. Residents are going to be no better off in either of these two homes and face the same problem of possible closure. Accommodation in some of the other homes is in old converted buildings, with outdated facilities no better than those at Applethwaite Green.

The better homes are very expensive, creating concerns for residents who fear they may outlive their savings and thus face the possibility of relocation once again.

The council have refused to engage in discussion about any of these potential problems, insisting that to do so would be pre-empting any decision on the future of Applethwaite Green. These are important, practical issues and it is totally unreasonable that they are not being taken into account when assessing the future of the home.

Overlooked Virtues. The consultation document draws attention to many of the problems of Applethwaite Green, but mentions none of the virtues.

The home occupies a very desirable and peaceful site. It has good parking and space for future expansion. The staff are totally dedicated and much loved by the residents.

The location of the home is absolutely vital, serving not only Windermere and Bowness, but an extensive area to the north, including Ambleside, Grasmere, Hawkshead, Coniston and the villages of the Langdale Valley. Its importance in an overall strategy for healthcare and transportation is so obvious.

Option 1.5 Taking account of the above, I believe that Option 1.5 would provide Westmorland and Furness Council with the most sensible solution to the future of Applethwaite Green.

Further comments: In terms of strategic healthcare + transport planning, the loss of Applethwaite Green would be a massive retrograde step. The baction of the home is vital for the South Lakeland Area.

The current site offers fantastic potential for the future & its close links with other health facilities, such as Birthwaite Sheltered Housing, Abbeyfield Niceoakes & St Mary's Medical Practise provides for excellent integrated care facilities. Every effort should be made to preserve & develop this vital facility

Response ID: ANON-8K4P-5E9E-Y

Respondent category: Other (my mother lived in Applethwaite Green until recently)

Preferred option: Option 2: Refurbish Applethwaite Green**Reason for preference:** I have chosen this option because:

1. you have omitted an important factor in your otherwise very good consultation document. This is that Applethwaite Green (AG) serves a wide rural area - Coniston, Hawkshead, Ambleside, Chapel Stile, Troutbeck, Grasmere and Windermere. You give details about other homes within a certain mileage of Windermere, but for the people who live in these other areas, the distances would be increased significantly if AG were to close. Visitors to the elderly people are often elderly themselves and may not have personal transport. In order to reach the homes you list, this would mean a visit would take a significant part of the day, probably involving two or even three buses each way. This puts a strain on visitors and makes it likely that visits will decrease for residents, which is not accounted for in your thinking. So for this reason, its important not to lose AG.
 2. AG has had a culture of good quality care for its residents, but I saw that this was adversely affected by the employment of so many agency staff. Some of these staff are good, but many are below par. They get paid more than the in house staff who have to supervise them. The issue here is that Westmorland and Furness managers have not addressed the staffing issue by speaking with in house staff about why they feel local people do not apply for the jobs at AG - I believe that you have missed an opportunity here and this has contributed towards the problem of having to employ agency staff. A good care worker needs a broad skill set, and yet that person can choose to have a cleaning job that pays more and has no responsibility. Many of the staff love their jobs at AG but have mortgages or rent to pay, so some have had to leave for financial reasons.
 3. I understand that W&F needs to comply with modern standards, and I can see that younger residents especially now expect more, but I feel that some of these standards are beyond what is required. My mother's room was perfectly adequate for her needs, and it was no problem that she had to walk a few paces to the bathroom.
 4. Many of the alternative homes you have referred to are privately-run. They tend to charge higher fees as they are based on profit rather than care. I believe that this should be taken into account. I spoke with a WF care worker when I was looking for a home for my mother. She told me that she had had more training in the year she had worked in the Council home than in the previous 17 years of working in private homes. As they are motivated by profit, private care homes will always tend to cut staff training which impacts on the residents' standard of care and safeguards. This is another reason to maintain AG as a local council-run care home. Standards of care are clear and accountable in a Council-run care home but this level of accountability is not always apparent in private sector facilities.
 5. AG has great roofs suitable for solar arrays and also could make use of air-source or ground source heat pumps - if the building is refurbished, with renewable energy built in, it could provide for its own energy needs as well as exporting to the grid. This factor should be taken into account in consideration of this option.
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