

OPTION1: DO NOTHING

Response ID: BHLF-5T6S-2C5N-A

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 1: Do nothing

Reason for preference: Absolutely devastating to think that there will be no medical care in Alston (hospital or residential).

Response ID: BHLF-2T6H-4E3C-K

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 1: Do nothing

Reason for preference: I have read through your consultation carefully and do not find it reassuring. I cared for my elderly parents over a period of 15 years. My mother and I were able to keep my father at home with the support of Alston Hospital until he died at the age Of 94. After that I was able to keep my mother at home for 3 years as her dementia progressed. Grisedale Croft could not 'meet her needs' so after much anguish and searching she was able to go into Cold Springs in Penrith, where I visited her 4 or 5 times a week over the next 2 years. Hard in the winter trying to get down Hartside.

I have also regularly visited friends from Alston in various care homes in other parts of Cumbria. These were mostly people who like my mother could not be admitted to Grisedale Croft. The question of who is and who is not admitted to a care home is a vexed question indeed. It usually related to nursing provision but the decision about this is not easily arrived at and hotly contested because it is paid for by the state. At these other care homes I visited, the care and the rooms did not appear any better than those of Grisedale Croft. In fact, some of them seemed quite a bit worse.

Your opening paragraphs cites decline in numbers as one reason for closing Grisedale Croft. Could it be that a reason for declining numbers is that people are not admitted to Grisedale when they apply and also are not sent there for intermediate care from hospital. Could you provide details about the number of care homes in Cumbria that ARE fit for 'the future of modern care'? Also how the 'age and lay out of the buildings are challenging for the care staff provide'? I absolutely agree that in a perfect world there is a future for better and more imaginatively designed care homes, but given the economic status of the country I think we are far from that happening.

Your vision for 'home based support'(page 3) is indeed admirable. However, you do not make clear where the personal support is going to come from. 'Reablement support and intermediate care beds' (page 3) These are best provided in the community, close to friends and family. We had such a facility at the cottage hospital in Alston, now closed. We are left with Grisedale Croft which you are proposing to close. My experience with my father was that time and again when he was cared for outside Alston he went into decline and when he got back to the community hospital he improved immediately and was able to return home.

You talk of ' local access to affordable specialized housing '. (page 3) Where is this and for whom is it affordable?

Referring to your promise of 'modern residential care ' with 'specialist support for people with dementia.' Where will this be ? Does it include nursing care? 'Choices in later life.' (page 3) Of course we prefer to remain at home. But that does depend on the amount of support needed and what it is needed for. Where is the support to come from and how is it to be paid for. My experience with my mother was that adequate support was not readily available or affordable, and pathways to obtaining it were obscure to say the least.

You mention ' work force pressures with difficulty recruiting staff' being a problem for Grisedale. How then will staff be found to support people at home? Could I also point out that hardly anyone's home has the required 'layout and roomsize to meet the required standard' (page 4) few of us have en suite bathrooms!

One of the most common causes creating dependency is dementia/Alzheimers, of which there are many forms and manifestations. As the disease progresses there often comes a time when it is no longer possible to remain at home. You say there is insufficient demand to provide a 13 room care home. (page 5) The figures from the Alzheimers Society and the NHS that that the number of people with dementia in Britain is just short of one million out of a population of 70 million and likely to increase substantially. In a population of 2000 such as that of Alton Moor that would be 28 people with dementia. Suppose that only half of these would need care in a home, that would be 14 people. Then there are those who might need intermediate care on return from hospital and who would benefit from NOT being sent for such care as far away as Maryport etc. Then there are the 2 hospital beds which were promised when Alston hospital closed. These figures would indicate that there is indeed sufficient demand if the needs and wellbeing of the community were really being taken into account by your proposals instead of a cost saving exercise.

Your proposal for 'a smaller flexible and more efficient, minimum 4-bedroom model' simply makes no sense. It seems fairly clear that the question of cost is what is driving this consultation. The fact is that the provision of care is costly. Those needing care in a home have to find between £40,000 to £50,000 p.a. (at a conservative estimate) and for those who need support at home care is not a lot cheaper, particularly if care is needed 24/7. This is usually paid for by the sale of one's home either immediately or retrospectively. For those who do not have the means choices are often even more difficult and restricted.

Your document seems keen to point out that WFC is perturbed by the cost of elderly care in Alston and elsewhere. Options 1,2 and 3 are too expensive. Option 5 leaves us with mythical alternative accommodation which will somehow be cheaper, and provide marvelous care for a conveniently small number of people in need. That is IF such a building could be found. Finally there is option 4, which I suspect will be the outcome once the myth fades.

Response ID: BHLF-7A9M-8U8P-K

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 1: Do nothing

Reason for preference: Alston House is a large hotel for sale with 10 ensuite rooms.

Further comments: There is a need for local families to be able to visit residents on a regular basis. If these residents are farmed out far away visits would be difficult.

Response ID: BHLF-9U5K-4C9Q-F

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 1: Do nothing

Reason for preference: I do not see any problem with Grisedale Croft the way it is. From the times I have been in there, I have found it a lovely caring place for the people that need it. The hospital was closed because beds were available in Grisedale Croft for very ill patients, what happens if Grisedale Croft closes/.

Further comments: If it closes what is going to happen to our future residents who need care. They can't go out of Alston as we have no public transport facilities if they are unable to drive

Response ID: ANON-2T6H-4E6E-R

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 1: Do nothing

Reason for preference: Do nothing at this moment in time in order to work with the NHS to provide EVERYTHING WE WERE PROMISED when the hospital was closed. These promises have manifestly been ignored - the cynical side of me suspects this was in the hope that we would forget about it - the (I hope) more likely reason is simply lack of sufficient people to implement them efficiently. Lack of meaningful communication and co-operation between local authorities and NHS seems to be a factor too. If I believed that there was a suitable building available in Alston I would be in favour of option 5 but I can't think of one.

OPTION 2: REFURBISH GRISEDALE CROFT

Response ID: ANON-7U8Y-2K5Z-9

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: An improved provision, with demonstrable investment, would likely be more marketable- and therefore appealing- to local residents. Experience of the community suggests to me that there is more need than current residential uptake suggests. Removal or downsizing of provision isn't in the public or local best interest as it reduces capacity and resource to support what is a rapidly aging, isolated, rural community. Removal of the provision also risks reducing employment opportunities in an already deprived area yet further. In updating and refurbishing, a clear message is sent that the community is seen and valued. It demonstrates to the residents (current and future) that Grisedale isn't an underfunded, potentially non-compliant last resort, but rather a purposefully designed space which can improve quality of life for the vulnerable and elderly who so desperately need it.

Response ID: ANON-5C5K-4H8W-3

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I believe any decision to close Grisedale Croft due to current low resident numbers would be short-term thinking. The population is aging nationally and the population in the surrounding area is older than the national average so it is to be expected in the coming years that demand for such services will increase. As well as permanent residents the residential home does also cater for short-term residents and respite care so these numbers also need to be taken into account. The skills of staff would also be lost if the home were to be closed.

Also I am sceptical regarding this notion of identifying and acquiring another building and renovating it as proposed. A lot of the building stock around Alston is old and it seems doubtful to me if a suitable building for this purpose even exists. In any case it would require extensive renovation itself and there would probably not be scope for increasing capacity in the future.

So overall I believe renovation of the existing property would be the best option and could be regarded as an investment against anticipated increased future demand.

Response ID: ANON-7A9M-8M2G-V

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Further comments: We cannot lose another care home. We have lost Edenside in Appleby and Greengarth in Penrith, and neither of these care homes were ever rebuilt. I have no doubt that if we lose Grisedale Croft, that this will not be replaced either, despite assurances of finding another local

alternative. The care home has a very small number of residents not because there isn't demand for the service, but because people are being placed in private care homes in Penrith and other areas, and because the W&F care homes charge more per week for each resident, which doesn't then align with best offer principles. The NHS could also make much more use of this care home.

So, I would disagree that it isn't financially viable, it's not financially viable because people are being sent to alternative care homes. It could be running at full capacity if W&F adult social care staff directed more people to the home instead of to private providers, and if the NHS made more use of it for rehabilitation and other temporary purposes. Also, this isn't just about the care home and its residents, this is also about local people and employment opportunities.

Response ID: BHLF-8X5K-4N3R-Q

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: It will cost a lot of money to "rebuild." Have our local builders to do the job. The building looks in good condition "apart" brought up to date in the bathroom department.

Further comments: If the worst of the worst is chosen who's building at old Samuel Kings school at the top of the town belong to it was stood closed for along time and what about those flats next to Grisedale that stood empty for 10 years or more, could be altered at the back of the building for showers to be put in each flat.

Response ID: ANON-8D8Z-9W8D-T

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Grisedale Croft is a very much needed service on Alston Moor and will be for many years to come. Speaking to many residents and of my own opinion refurbished rooms to bring them up to appropriate standards to fit the needs of residents and staff is the best option. Alternative accommodation like a 4 bed house is not an option. Closure and do nothing is not an option.

There are two ear-marked intermediate beds that must be retained so suggesting a 4 bed house will not accommodate this! Although this is a contentious subject as it isn't straightforward to refer into these two beds (failure from the NHS side of things). WFC and the NHS should be working on this together to provide better services to alston moor.

For two long alston moor has had significant reduction in council funding and we feel we are forgotten about being so rural. We deserve the same as other areas the WFC cover.

With an increasing ageing population we must ensure we secure vital services like residential homes to allow people to stay on the moor and not be subject to having to drive miles to visit loved ones. We have adverse weather during the winter months and having Grisedale locally ensures that residents can be visited by friends and family.

I wish to register my strong objection to the proposed closure of Grisedale Croft Residential Home in Alston Moor.

Grisedale Croft provides far more than residential care; it is a vital community asset that enables older residents to remain within the area they know and love, close to family, friends, support networks, and local services. The closure of the home would have a profound and detrimental impact on some of the most vulnerable members of our community.

Alston Moor is a remote rural area with limited transport links and significant distances between settlements. Relocating residents to alternative facilities outside the area would inevitably separate many from regular contact with loved ones, reducing opportunities for visits and increasing the risk of loneliness, isolation, and deterioration in wellbeing. For elderly residents, particularly those living with dementia or other complex needs, familiar surroundings and continuity of relationships are essential to maintaining quality of life.

The proposal also fails to recognise the unique challenges faced by rural communities. Decisions based primarily on financial considerations do not adequately account for the social value of local care provision or the additional hardship caused when services are withdrawn from isolated areas. Once a facility such as Grisedale Croft is lost, it is highly unlikely that equivalent provision will ever be restored.

The residential home plays an important role in the wider community, providing employment, supporting local families, and contributing to the sustainability of services in Alston Moor. Its closure would have consequences extending beyond current residents, affecting future generations who may require local residential care and wish to remain connected to their community.

I urge decision-makers to reconsider this proposal and explore all possible alternatives to closure, including investment, partnership arrangements, service redesign, or other measures that would allow Grisedale Croft to continue operating. Any assessment should fully consider the social, emotional, and community costs of closure, not solely the financial implications.

The residents of Alston Moor deserve access to high-quality local care. Closing Grisedale Croft would diminish the wellbeing of current residents, reduce future care options, and weaken the resilience of our rural community. For these reasons, I strongly oppose the proposed closure and ask that every effort be made to keep the home open.

This consultation has not been advertised properly.

Many elderly people have no access to social media or internet.

Paper copies should have been sent out before now.

The parish council should have been informed by WFC, they were not initially. We could have arranged fly drops to households around Alston Moor.

As a nurse who lives here and works off the moor I know first hand how important step down vital services like Grisedale Croft are. We must retain it.

Further comments: Better engagement with the community, staff and current residents

A public meeting should be arranged in the town hall

Drop in sessions are fractured

Using local trades people to carry out the work.

Engaging with NHS for wrap around services, why cant we have the same services that other areas do!

Response ID: ANON-5Z7C-2A7B-N

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: 1. We need provision to remain on Alston Moor. Anywhere else, even within the Eden area, is unacceptable, because of the significant distance and difficulty of travel to other locations for local residents.

2. We need bed capacity to remain as it is, and have the capability to increase in future. Alston Moor, as with the rest of Cumbria, has an aging population, and so a reduction in capacity seems very short-sighted. Even were other care options (such as home care) to increase their capacity locally, it seems very likely that an increase in need for long term residential care is on the horizon.

3. This consultation states that demand for Grisedale Croft has been falling, yet does not provide any reasoning for this. I cannot find any work that has been done by the council to understand why, in an aging population, demand has been falling for this facility. If local people are not going to Grisedale, where are they going? Additionally, there are many local anecdotes concerning residents who have tried to get a place at Grisedale, and been turned away. There seems to be no explanation for this, and therefore it seems that the council's conclusion on falling demand is incorrect. The demand is here, and needs to be met.

4. Following a conversation with council representatives at the drop-in session on 03/06 at Alston Town Hall, it became clear that much of the reasoning behind Option 5 being the preferred option is that, in other areas such as Barrow, the occupation of long-term residential beds has been reduced by providing other wraparound services such as increased care at home, linked medical services such as physiotherapy, and other services that have allowed people to remain in their own homes for longer, rather than entering residential care. This is excellent for Barrow, and many people would indeed prefer this, as stated in this consultation. However, these wraparound services simply do not exist on Alston Moor. Care at home is extremely limited here, and difficult to access (again, there are many local anecdotes about residents trying to find home care, and being completely unsuccessful). Our nearest physiotherapy service is in Penrith. Charities who provide additional services/help in this area of care do not operate on Alston Moor. When all this was put to the representatives on 03/06, they agreed that they had no power to put such NHS services into place, and that there was no guarantee such services would ever exist here. They also said it would take time to improve/build-up networks and provision of home care and related services - yet the council is prepared to end or reduce provision at Grisedale now, before any of that has been thought about. This is unacceptable. We cannot have our care provision reduced or removed, without anything to replace it. It also seems that the council is relying on an increase in home care for Option 5, without having actually spoken to the department that provides this. Following a conversation with representatives from this department on 05/06 at Alston Town Hall, they seemed only peripherally aware of the plans for Grisedale, and had not been consulted on the potential impact this would have on the services they commission. More joined-up thinking is needed here.

5. I accept that the building Grisedale occupies is old, and needs significant work. However, it remains one of the youngest buildings in Alston. Most other buildings in the town are significantly older, and would therefore provide many more challenges in terms of being updated. It seems nonsensical to abandon a building which is already being used for the purpose of residential care, and take over another building in the town which would have to be fully converted. Not only would this potentially take away a residential property from local families, it would also leave another building abandoned in our town centre, which would be a tragedy for the town. Nothing has been said about what the future of the Grisedale building would be. All of the work involved in the acquisition of a new building and disposal of the old one is completely unnecessary, and potentially detrimental for local residents.

Further comments: The consultation seems to have been very rushed. At the conversation on 03/06, several suggestions were put forward by local residents which had not been considered by the council, such as use of the old hospital building. The council representatives were unaware of this building or the actions around it, demonstrating that insufficient background research had been done to fully understand the situation, before the consultation was launched. The same became clear with the lack of conversations taking place with the department which commissions home care.

Additionally, the consultation process, documents and drop-in sessions have been very poorly communicated to residents. As someone who lives and works here, I appreciate the difficulty of trying to get a message out to the local population. However, it should not be left to local volunteers to knock on doors and distribute leaflets telling people that the consultation is ongoing, which is what has happened here. A significant section of our population does not regularly use the internet, much less Facebook or other social media. Putting documents into the Town Hall is great for those who can get there, but not everyone drives or lives close enough to walk there. Public transport from the wider Moor to Alston is extremely limited. As a result, many local residents are still unaware of this consultation taking place, which makes the whole thing very undemocratic.

Response ID: ANON-8A6S-2X4H-8

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Grisedale Croft should offer essential accommodation for Alston residents who require support in a residential setting close to home in their own locality close to family and friends for their physical, mental and emotional wellbeing.

Response ID: ANON-3S2N-5J4M-6

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: A total refurbishment would not cost anywhere near the councils estimate. It appears to be an inflated figure to scare people from selecting this option. Adult Social Care in the area is dire and has been for years. Placing an advert on Indeed for Support Workers and forgetting about it

is not a recruitment drive, active recruiting in the area needs to happen to support any future residential care option. Commissioning outside care agencies is a sticking plaster that rarely sticks!

Further comments: A 4 bedded local property (even if available) would not be future proofed, i.e. allow for the aging population of Alston Moor. Lovelady Shield would be inappropriate as many elderly residents partners would be unable to visit due to no local public transport and no access to a car due to licensing issues that can arise as one ages. If GC cannot be refurbished then the Ruth Lancaster option should be looked at in detail as it could be the perfect alternative

Response ID: ANON-4Q9M-8F2Y-M

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I would have said option 5 had it stated in Alston rather than the local area which could mean anywhere in a 30 mile radius.

Response ID: BHLF-7H7D-9J8V-B

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: When people get old and need care you should be able to get to see them and not have to travel miles. Public transport is non-existent so we walk? Some people like myself have a husband that will need restible care for me and himself. He does not like to travel so going to Penrith would be a no. People need Grisedale Croft.

Further comments: I think refurbish is a good idea or why could we not use the hospital as it stans empty. We are a small commenty and why do we pay our rates for. poeple in Penrith have so much more than us and why do we pay more for less. The weatler conidition could be that our loved ones would not see us for weeks?

Response ID: ANON-6G7V-7Q7S-V

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Option 2 means that Grisedale Croft will remain in the community to care for the elderly in the future. If it is demolished or closed, it will be gone forever, and the chance of finding a 4 bedroom property in Alston suitable for caring for the elderly either on a temporary or permanent basis is virtually impossible.

I suggest that as well as providing accommodation and care on a permanent basis for those who need it, Grisedale Croft should be able to provide convalescent care for people who have been in hospital but are not fit enough to return home. This would reduce bed blocking in the Cumberland Infirmary and other hospitals which surely would make more hospital beds available for those needing immediate

medical care. People convalescing at Grisedale Croft would have time to regain full health and the confidence to return to their own homes.

I would like to think that local people needing end of life care could be looked after in Grisedale Croft, instead of having to cope with the trauma of being taken to Carlisle Infirmary. They would be able to be cared for in their home town with their families close by. Close relatives would be able to spend time with their loved one without having to negotiate visiting times and hospital parking, as well as the stress of travelling a round trip of 60 miles.

Further comments: Staff shortages is mentioned as a problem. I worked at Grisedale Croft for many years and there was never a shortage of staff. Local people were keen to work at Grisedale Croft, in the roles of catering, caring, cleaning or management. It was a happy place to work and the care of the residents was the main priority.

It leads me to ask why are there recruitment issues now? Are vacant positions advertised and promoted widely enough? How do members of the community feel about applying to work at Grisedale Croft? Does it have a good reputation as a place to work? Are applicants and new staff members made to feel welcome and included? Is there a management issue?

I attended one of the drop in sessions at Alston Town Hall and put forward my thoughts and views as previously listed. After speaking with three officials I got the impression that the outcome has already been decided and that the consultation process is a box ticking exercise. The suggestions I made to help keep Grisedale Croft open were all blocked, each was received with a negative response and it was like I was hitting my head against a brick wall. It was clear that there is no leeway and no compromises to be made.

As for finding another suitable building in Alston I suggested the cottage hospital which has stood empty since it was closed. This would not be possible because the NHS will not work with the Council. The old primary school was deemed unsuitable. I suggested erecting a new building on the field in front of the hospital but I was told the 'Right to Buy' would kick in so that would not be possible either. Actually, it would be much cheaper to update Grisedale Croft instead of making changes to another old building, or paying a developer a percentage to build something else. Never mind the cost of acquiring a building site.

It is concerning that a local person who needs 2 weeks respite care has been told by a social worker that they cannot go into Grisedale Croft. Apparently social workers are diverting people from going into Grisedale Croft, even in the short term.

Response ID: ANON-8V4U-3T7D-S

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Absolutely imperative that a care home is retained in Alston for the future - Alston has an aging population and the need for this facility will only increase. It seems the most cost effective option to refurbish the existing building and perhaps repurpose some of the unused buildings

which have been neglected by the Council for a number of years. Four bedrooms sounds too few, I think Alston needs around 10 to allow both long and short term care.

Further comments: The key factor is a retention of a care home in Alston, we are an isolated community and to send elderly and often frail people at least 20 miles away is incompatible with offering a decent standard of care.

Response ID: BHLF-6E5T-3N8J-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: NB WHY NOT INVESTIGATE THE POTENTIAL OF TAKING IN PATIENT FROM "OUT OF AREA LOCATIONS" - HEXHAM/PENRITH ETC (TO OCCUPY EMPTY SPACES WITHIN THE HOME?)

I HAVE BEEN AN ALSTON MOOR RESIDENT SINCE SUMMER 1987 IE 40-PLUS YEARS!! (RE-LOCATING HERE FROM THE NORTH-EAST, TO GAIN A SIMPLER LIFE, WITHIN A BEAUTIFUL RURAL AREA.) AS I GREW OLDER (I AM AGED 79 IN OCTOBER 2026) I ALWAYS FELT THAT THERE WAS EXCELLENT LOCAL AREA / HEALTH PROVISION WITHIN ALSTON MOOR; THIS IS ABSOLUTELY CRUCIAL TO MAINTAIN CERTAINLY WITH THE SEVERAL LONG TERM HEALTH CONDITIONS FROM WHICH I SUFFER IE ITEMISED ELSEWHERE.

IT IS ALSO IMPORTANT TO GAIN RE-STATEMENT OF THE ONE OF HOSPITAL BEDS, (AS PROMISED WHEN ALSTON HOSPITAL WAS CLOSED) NB - THIS HAS NEVER HAPPENED!! TO CLOSE/I ALWAYS FELT/THOUGHT THAT THERE WOULD BE A PLACE FOR ME (IN GRISEDALE) SHOULD I EVER REACH THE POSITION WHEREBY I COULD NOT *FEND FOR MYSELF IE (I AM A SINGLE-INER)

Further comments: MY OWN VIEW IN REGARD (TO THE ESSENTIAL CONTINUING LONG CARE OPTIONS WITHIN ALSTON MOOR), WOULD BE THE ENTIRE REFURBISHMENT OF GRISEDALE CROFT CARE HOME, WHY? A) IS CENTRAL AND VERY CONVENIENT LOCATION IN THE CENNTRE OF THE TOWN IE ACCESSIBILITY. B) THE HIGH % OF RETIRED/ELDERLY PROTECTION LIVING IN ALSTON MOOR.

C) THE STRESS OF "RE-USE" OF EXISTNG BUILDING (IE "NOT DEMOLITION") OF SUCH NOW FULLY ACCEPTED WITHIN ARCHITECHURAL PRACTISE GENERALLY.

D) THE IMPOSSIBILITY OF LOCATING A SUITABLE ALTERNATIVE TO THE PRESENT BUILDING (WITHIN CONVENIENT DISTANCE/AS TO ACCESS) WITHIN THE ALSTON MOOR DISTRICT.

E) WHAT WOULD THEN BE THE FINANCIAL COST OF REFURRBISHMENT (IE) TO BRING THE NEWLY ACQUIRED BUILDING UP TO MODERN HEALTH STANDARDS? (TO INCLUDE (8) No OF BEDS/WITHIN THE HOUSE)

Response ID: BHLF-3F8Z-9V9A-M

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: The quote on estimate in from £5 million to replace Grisedale Croft I believe a community build / refurbishment could be a lot cheaper as is exemplified by the Hill Mill Hospital in Alston which was estimated to cost £3-4 million and as for is cost around £200k

Further comments: (I was one of the local GPs) I think that the occupancy could be very much increased, especially if it is refurbished. 10 years ago it was always full with at least 10-12 long term residents, some of whom came from outside Alston Moor. A factor has been that the discharging doctor/team at Cumberland infirmary sometimes doesn't know about the existence of this residential care home and the elderly team is discharged to a care home in West Cumbria.

Response ID: BHLF-7A9M-8U7P-J

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: This building has been a god send to many people over the years without any problems to them. How some people say it is no good. The same happened to the adjacent building which has remained closed for about 20 years. The hospital closed as beds could be found in Grisedale Croft. Now that is to close.

The primary school closed to save SKS - still vacant.

2 Banks closed - still vacant

The Chapel closed - still vacant

I agree 4 occupants, is bad and costly but not to say others may need it in the future , if they are not turned away.

I realise your in massive debt, I wonder why.

Are the old people to be sent away to die - or are we to be offered assisted dying

I've visited may care homes and they all have the same facilities - are these all to close as well - I doubt it

Further comments: Transport is a big problem in Alston.

Buses to Carlisle twice a week

Penrith one day a week

Hexham " " " "

None stay long enough for a visit to a care home.

Many old people can not drive - children move away to work. Buying a 4-bed alternative is a waste of time if demand increases - people would be turned away again.

You say people are not to be turned away - I disagree my neighbours were both turned away as were quite a few others to my knowledge.

I suppose we are many miles away from Barrow so we are dispensable.

Put yourself in our shoes, would you be happy?

Response ID: BHLF-9B9P-5Z8H-K

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: The Grisedale building is only 50 years old. With proper maintenance it should have lasted longer. Negligence by councils over the years has left this building and flats in the state it is today. By refurbishment it would show the people of Alston Moor that we are as important as any other tax payer in the county

Further comments: People in Alston need a home in Alston we have not the advantage of other towns by the way of transport and deserve for our people in care etc to be able to see family and friends on a regular basis for their health and wellbeing

Response ID: BHLF-2T6H-4E9M-3

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I have selected option 2 as I believe it is the only option that will guarantee residential care home facilities for the future needs of the residents of Alston Moor.

Option 5 - your preferred option has many unknowns and is likely to be unviable. A 4 bedded residential home may meet the current needs but with no room for expansion where will it leave the future ageing population of Alston Moor.

Although care in the community is it current goal it is not always easy to deliver in Alston Moor and as the population ages there will be a greater need for residential care home places and it would be insufficient.

By upgrading Grisedale Croft to 6 beds with scope to increase should the need arise is a far better long term solution, Option 5 is a short term fix driven by financial concerns. Some of the costings quoted are astronomical and suggest mismanagement on a gross scale.

Further comments: I also have concerns on how care in the community, especially in the outlying areas would cope/operate during severe winter weather and a suitable place where people from the community could be housed temporarily is a requirement.

If some of the adjacent outlets could be upgraded to a suitable short term standard these could be used to house the existing residents whilst Grisedale Croft was upgraded, thus preventing them housing to leave Alston whilst upgrading takes place.

After upgrading Grisedale Croft these outlets could provide short term bad weather accommodation for cope in the community residents unable to cope with those circumstances at home.

Response ID: BHLF-7H7D-9J4K-V

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I would like to see a care home in Alston itself. If I was to move into a care home, I would prefer to stay within the town. This would enable me to remain as part of the community.

Grisedale Croft has been a great facility for Alston. If it was refurbished, I'd suggest a staged approach to enable continuity of service provision. It is an ideal location, size, with parking and gardens

Response ID: BHLF-7N5T-3G5Q-E

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I think it is essential to maintain a viable facility for elderly/rehabilitation/respite care in Alston. There is nothing else available in the area and public transport to one of the nearest available facilities is totally inadequate or non-existent. The arguments in favour of the so-called preferred option are not convincing. We attended some of the drop-in sessions as well as the Spin meeting in Alston Town Hall, but despite repeated requests for data or figures to back up the claimed advantage of option 5 no one was forthcoming. Such information as was given was scarcely credible (such as that the estimated costs were calculated from the 'footprint' - m2 - of the building)

Further comments: There seems to have been very little consideration given to the staff at Grisedale, who seem to work very hard and do an excellent job coming for the residents in their charge, The building may well be getting old and no longer adequate in its current condition, but the fact remains that it is a purpose-built residential care home, with kitchen(s), assembly rooms and bathrooms/wetrooms. It is not credible to suggest that adapting a different building (should one even be available) could be more cost-effective than updating the existing premises.

Response ID: BHLF-5T6S-2N4N-M

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I have chosen refurbish as it means that the councils interpretation of "local" will not come into the equation. I would equally welcome a rebuilding process. Refurbishment will probably be much quicker and cheaper than total rebuild. Surely any accommodation purchased "locally" would require as much alteration as Grisedale Croft would require refurbishment. Those of us who attended meetings were not appraised of any budgets allocated for either refurbishment, a rebuild or a purchase of any "local" building.

My definition of local in this instance would be within the area commonly known as Alston Moor which includes Garrigil and Nenthead plus outlying residences and even Slaggyford as it is only 6 miles away but is technically in Northumberland so I doubt would be included the councils definition). However this village has many residents who regard Alston as the nearest place to go shopping and receive Medical and Dental attention.

Further comments: Speaking from personal experience, I was appalled by the recent treatment by Social Services and the NHS between them of my neighbour, who sadly died in deeply disturbing circumstances, not least because he could not be accommodated in Grisedale Croft after hospitalisation. He was taken backwards and forwards to hospital three times in 14 weeks but he could not manage at home despite help from a relative and friends, myself included, and was discharged to

completely inadequate home circumstances which were not checked until his final admission to hospital.

If Grisedale Croft had been able to take him he would have had a decent comfortable last few months and an end of life experience we would all wish for. At it happened he was sent in a moribund state to a care home in Carlisle where his relatives in Alston could not visit because they did not drive. He lasted three days. Not something anyone would wish on their worst enemy.

I do not think the special geography of Alston Moor has been taken to account. The area is rural and isolated but surely no less entitled to facilities as would be granted to urban areas within the Councils area. This could be discrimination on a large scale. I would not regard this process as consultation despite council protestations. The residents of Alston Moor had not been consulted but rather been presented a fait accompli of the councils choosing. At the meetings we were not given a satisfactory answer to the demand now or in the future, for beds or any indication of a budget for purchasing suitable premises "locally".

The figure of 4 beds was bandied about with no supporting evidence given for this seemingly arbitrary figure. To properly support the community more beds would be required to accommodate the 2 step down beds we were promised and for other purposes such as dementia care and end of life care. The uptake of beds has been artificially lowered partly by not offering staff a secure working future or providing specialist training so they have resigned or not applied for positions. Loss of care and nursing staff happened partly when they were deployed to Penrith during COVID, with scant regard for personal choice and the travel difficulties. These employees were not returned to their positions in Alston and several resigned from employment because of their treatment. Beds have been offered to potential residents who come from outside Alston Moor so naturally the place would be refused on the grounds of distance and poor public transport. Lack of updating of facilities also contributes to poor uptake.

Have local builders or indeed any builders been asked to tender for the work? Or there are only "preferred" builders for the council who have to factor travel and accommodation into costs? Regulations surely potential residents would gladly forego things like en suite facilities so they could be in Alston among family and friends. Some residents would not be able to have en suite facilities because of the amount of equipment required for their care. Much emphasis has been put on care in the community but if as the council suggest there is difficulty in recruiting staff who is going to support this option? Family and friend caring for free??? The present national care model of about 15 minutes a daycare is not viable anywhere.

There are small flats within the footprint of Grisedale Croft which have been allowed to deteriorate and not offered to anyone. I have personal knowledge of one person who would welcome a supported flat/bedsit.

Response ID: ANON-7Y2G-9F7M-C

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: In order to make any decision, the findings of Alston Moor Parish Council Working Group* need to be addressed, and answered honestly without any further prevarication e.g. why haven't the provisions for the 2 x "health beds" been honoured and initially denied during this process? The points they* make about:

i Numbers and Costs

ii Refurbishment Costs

iii Rebuilding and Replacement Costs

iv Numbers of Residents and Costs

v Cost of Refurbishment and Where Residents Would Live During it.....all require urgent and serious consideration.

The lack of candour and transparency thus far means people will inevitably plumb for OPTION 2

Response ID: BHLF-3P4U-3T4A-8

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: It is important to maintain a care facility on Alston Moor. Other than the hospital, there is no other suitable facility on the Moor. It is wrong that couples should be split up and moved to facilities off the Moor with great difficulty for partners to visit.

Further comments: You mention provide alternative facilities, but with the rider "if one can be acquired." This could lead to Grisedale Croft closing and no alternative accommodation.

Response ID: ANON-5V8Z-9K5R-8

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: For me personally, the Options 1 and 4 are completely unacceptable and have no place in a genuine consultation, other than to provide an exhaustive list of potential outcomes. Regarding Option 5, I am not aware of a suitable property in the area at present and in any case, an existing residential property - even a new-build with four bedrooms - could not provide the potential floorspace needed by a care home and would require substantial refurbishment costs (in addition to the purchase price). In fact, Option 5 sounds like an excuse to wait for a certain period before activating Option 4.

For the remaining Options 2 and 3, the cheaper and quicker solution is Option 2, providing the original building is suitable for upgrade. For both options, the location of the current care home is ideal: it is close to the GP surgery and the pharmacy and is in the centre of the town, giving easy access for any visitors. Also, the Community Garden is on the neighbouring plot, providing a pleasant outdoor space easily reachable for people in wheelchairs. (Even assuming that a building as basis for Option 5 were to be found, it is unlikely to match the current location in most or all these respects, which is another reason to reject that option.)

The basic building structure of the present Grisedale Croft is, I believe, quite sound and the roof was relatively recently refurbished (in conjunction essential removal of asbestos), as were the kitchens. The money invested in these improvements would simply be lost if Option 3 were to be adopted. Also, the current building has operating lifts and communal rooms which can be retained.

Refurbishment can focus on providing a number of rooms with en-suite facilities, hoists etc, all of which is internal work - the estimated costs for refurbishment given in the brochure seem excessive and would need to be broken down in more detail for assessment of their validity - questions at the public meeting established that no dedicated analysis based on Grisedale itself exists, rather a general figure for costs per square metre of the refurbishment based on experience with similar projects. This is too vague as a justifiable basis for rejection of this option as done in the brochure. A formal cost estimate based on the number and type of rooms required should be sought for Options 2 and 3 for comparison reasons before proceeding further (although I believe this would lead to the conclusion that Option 2 is the cheaper and quicker one).

Further comments: I would have thought that a proper consultation would use an initial series of meetings and questionnaires to establish the care needs for Alston Moor, leading to the definition of a set of genuine options relevant to Alston's situation, with a next step providing a detailed analysis on one or two of the favoured options (including well grounded cost and time estimates) to allow identification of the preferred approach. These options can then be discussed in terms of affordability, timescale etc.

The current approach to the consultation uses arguments based on very vague details to steer the responders towards a single solution, namely Option 5. There is no detailed information provided for rejecting Options 2 and 3 and the public meeting on the subject only emphasised the fact that such data doesn't exist, except on a very high level. This is not an acceptable way to reach a decision on such a major issue for the community on Alston Moor - if Grisedale closes and there is no suitable replacement, then people need seriously to consider moving away from Alston before they begin to experience any age-related health issues - this really isn't something to be decided by box-ticking on a form!

Response ID: BHLF-7A9M-8U9S-Q

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: We want our old folk to be local and happy and stay in Alston

Further comments: Living in such a remote location it is really so important to keep Grisedale Croft

Response ID: ANON-4G7D-9Y5R-F

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: As one of the younger buildings in Alston and with many of the elderly residents of Alston being familiar with this building, to me this is the preferred option. Council tax money

pays towards social care and this is for many one of the most valued distribution of council tax money from local tax payers. Refurbishing this building should provide work for local trades and continued employment for residents who live locally As there is at present just four residents, now is an optimal time to refurbish this building to accomodate the needs of future residents of which there will be many if the building is made suitable to meet residents needs. Alston , Nenthead, Garrigill etc are unique areas and the people living here could find a move out of the area unsettling. I would very much like to hear what other members of the community feel is the best option. I am very sorry that I am working and unable to attend thd meeting at the town hall on the 16th July.

Response ID: ANON-5Z7C-2E3W-A

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: The current building is well situated. Potentially with scope to develop the flats to move residents into while the main building is updated.

Response ID: ANON-9R7C-2Q7B-1

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I am not at all happy with the projected 2-4 years without local provision for residents. That is unsustainable for frail elderly relatives of local people. I believe that it is possible to build on the already costly remedial work to the existing site ,including the mothballed flats .without incurring the incredibly high costs listed in this consultation. We do not have access to unlimited finance. Even less time for the people who now need care with the support of their friends and families as well as faith groups in our community. Get your act together with the other care and health providers on The Moor. Fewer silo caches of finance and resource and better co operative communications please. Thank you

Response ID: ANON-9B9P-5Z7Y-3

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: In the absence of any details about an alternative venue in Alston, the refurbishment of Grisdale Croft is the only option that makes sense - and that more vulnerable people, previously excluded from accessing Grisedale Croft can now make good use of this essential facility in this remote location.

Further comments: Just this consultation provides little information to the consultee.

Response ID: ANON-3K7V-7A4D-U

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Whatever option is eventually chosen there should be no break in the availability of care on Alston Moor. Why must an answer above be provided as the options do not fit my opinion as stated above.

Response ID: ANON-2J4E-7X6M-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Alston Moor residents will all grow old and need these facilities one day whether a relative or friend or themselves so option 2 to renovate existing building is required. Alston Moor is very isolated in The North Pennines and will make it extremely difficult time consuming and expensive travel in an already cost of living crisis if we lost Grisedale and had to travel to another care home off The Moor. Grisedale also employs local jobs for people who don't have transport to work off The Moor.

It is situated in the middle of the town and is easily accessible when visiting. Like any business in this case a care home it needs to progress and with government/local council funding to modernise it will be attractive and popular for those needing residential care in their twilight years and be close to family and friends when they visit. Alston Moor needs to keep Grisedale Croft and our council tax we all pay should be taken into account in the spend to renovate it because let's face it we don't get much these days for all the council tax we pay each year. I believe Andy Burnham the new prime minister would rather capital was spent to bring it up to date with specialist nursing facilities rather than the alternative of just bringing down the hatchet and closing it down with no consideration for the future of social care on Alston Moor.

Further comments: Renovate and make it both residential as well as a nursing home and it will attract local residents as well as outside the area

Response ID: ANON-2J4E-7X6P-A

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Grisedale Croft is a must for the isolated community of Alston. Rather than "downsizing" the care being offered the council should be looking to enhance the care available. This could be done by utilising the hospital facilities that were sadly closed. There should be options if respite care and rehabilitation available in Alston.

In a small community such as this with little to no public transport taking care of the elderly and infirm within the community is a must. Options to move people to places as far away as Maryport are

unacceptable and are isolating people from friends and family.

Having already closed the hospital the council should not even be considering going back on their promise to keep Grisdale open. Instead they should be looking at the bigger picture and embracing facilities in a small resilient community such as this.

Further comments: The bigger picture should be looked at. The talk of money and funding is not taking into account transport to and from hospitals such as Carlisle . Looking to have facilities if available nursing staff and doctors (which could be shared with the Alston Surgery) should be considered as a way to share costs and redistribute budgets.

Response ID: ANON-7N5T-3C3K-2

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Alston is a relatively remote but close community. Ensuring that people can have the appropriate care in later life and still remain part of the local community is essential in my view. Ensuring that family and friends are able to visit loved ones regularly is a fundamental part of ensuring a healthy environment for ongoing mental and physical healthcare. Alston is not a wealthy community and many people, especially the elderly find travel difficult and expensive, as such ensuring that there remains an appropriate facility locally is essential in my view.

Therefore, upgrading the current facility seems the best option in my opinion. It would be nice to think that the council could be trusted to complete their stated preferred option. Sadly, in my experience, I do not think this is the case as I feel sure there will inevitably be future competing priorities which will mean that plans for communities like Alston will be cancelled. The closure of the local hospital is a case in point.

Further comments: The projected costs provided are, in my opinion, inflated and, as provided without justification. Were the council to publish their first stage budget assumptions with preliminary pricing parameters this would allow local people, and indeed local firms to interrogate the numbers provided, by line item and test their voracity.

From a local resident point of view the approach, and language that the council have adopted here feels like a consultation process in name only, I very much hope I am mistaken. Rather, it appears that the council have already made up their minds and are merely going through the motions. In this regard I would urge more transparency:

What are the actual detailed budget parameters for each of the 5 options, or just the random headline figures provided?

were the facility to close where would residents be housed?

What the actual scale of the current and, importantly future projected need?

What is the age profile of Alston Moor and therefore likely future healthcare/social care need.

Where else locally has been or is being considered as an alternative?

What facilities would the council provide for relatives to allow for travel were they to close the local facility?

What is the recommendation from Healthcare professionals?

Response ID: ANON-9R7C-2Q3Q-C

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: There are a lot of ageing, retired people living on Alston Moor who may well need assisted living in the next 5 years or so. A different 4 bedded home will be entirely inadequate especially as in reality it will be reduced to 2 permanent beds as 2 will have to be kept for intermediate care upon discharge from hospital patients.

No actual independent survey of the current building appears to have been undertaken with a costing schedule also done by independent builders. We have some excellent local builders who have undertaken major projects successfully who should be consulted for quotes.

The idea that current residents would have to move out for 1-2 years appears to be a guess, not based on this actual care home and whether the renovation could be done in stages to allow the residents to be moved to different wings/rooms within the building. This should have a proper, independent survey and appraisal to provide a truthful picture of what could be achieved with the current building.

It is worth remembering that when the Ruth Lancaster James Hospital (and other Community Hospitals) was closed, more patient beds in Acute Hospitals were "blocked" by elderly patients with no-where else to go and not well enough to be discharged into their home.. Not a good result and showed complete lack of any joined up or lateral thought!

I ask that no decision to close or reduce Grisedale Croft is taken unless and until an equivalent, fully funded and operational service in Alston is identified.

Further comments: The vagueness of the options presented, none of which appear to have had independent surveys and costings done, seem to indicate that WFC are determined to close Grisedale Croft no matter what is best for the local population of Alston Moor.

Response ID: BHLF-6S3R-8T6W-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I feel that it is possible to upgrade Grisedale Croft. Utilising the other "belled" flats primarily and working around residents. Money has already been spent to repair the roof of the whole building and replace the flooring in the kitchen. There would be much less upheaval for the elderly people in place there still with the contact upheld with local support.

Further comments: We need continuous reliable provision for the people who have reached a time of needing care 24hrs a day. Many families are unable to fill this need in their own homes. Care should be a primary call in the community. we all pay into the system and deserve to be supported in our time of need. The Council, NHS and other providers need to find a way to work together !!!

Its is a subject being addressed countrywide and by central government too.

Response ID: ANON-2M7C-2D5Z-X

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Since moving to Alston it has been apparent that it does not seem to receive the same level of attention and funding that other areas of Westmorland and Furness do. Having already lost the Cottage Hospital and the critical health care that goes along with it, now sat empty with costs of cleaning still ongoing, it seems like another kick in the teeth for the residents to also lose this vital health service.

Would the council prefer Alston and surrounding villages to be vacated permanently so they don't have to bother spending money to look after us at all any more? With the way things are going, no one is going to stick around much longer if every day necessary services continue to be stripped from the area. We are one of the most cut-off towns in England, with limited travel services and job opportunities, which the council would do well to remember when making decisions such as this.

I understand from the parish council that no survey of Grisedale has been undertaken to get a realistic cost of refurbishment? Making it extremely difficult to accurately compare the cost of relocating to refurbishment, especially considering the refurbishment costs given are based on 'similar' projects having 27 beds - much larger than Grisedale.

I also understand that the current low occupancy numbers reported are due to hospitals not correctly discharging to Grisedale, and a failure to include the required facilities for the patients. Therefore, the costs per resident are inaccurate and the recommendation of alternative accommodation with only 4 beds is ludicrous, especially considering 2 of these beds must remain 'health beds' as per the agreement made, meaning only 2 further beds would be available for permanent residents.

Additionally, I would imagine that relocation, however small, would be an added stress to the residents and their families at a time when they are already worried enough.

Lastly, refurbishment would provide much needed income to the local area, assuming the council would rightly choose to use local trades to undertake.

Response ID: BHLF-9B9P-5Z4F-D

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Full refurbishment of Grisedale Croft and adjacent flats is the option which fulfills Alston Moore's requirements. To reduce the inconvenience to the present residents and their families, the flats could be upgraded first, then move the residents into them whilst the work at the main care home is carried out.

Presently there are more than 4 residents in the home. Your proposal of adapting a newly purchased building (if you could find one) would be inadequate.

My preferred option would provide provision for 6 to 10 residents plus the two N.H.S stepdown beds you agreed to take when Old Cottage Hospital was closed. The flats would be used for more independent clients. Surely with proper planning this disruptive period of 12 to 24 months could be reduced.

The excessive costing of £2.5m to possibly more than £3.0 could be adjusted for this disruption and costs I would expect the home could have been demolished and rebuilt. The disruption and inconvenience highlight is nothing compared with the ongoing problem if Alston's problems are not met.

Further comments: The current situation regarding carers traveling clearly from the Penrith area over Hartside is in my opinion costly and dangerous. In winter when Hartside is impassable who will attend to these clients? Perhaps you need to look back 20 years or so when the carers were directly recruited by you from within Alston Moor. The policy of using contracted providers to supply our carers is not suitable cost effective or safe in an isolated rural area like Alston Moor

Response ID: ANON-9R7C-2Q2J-4

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: The only other option that would be feasible and give support is the alternative provision (Option 5). Whilst this is a good alternative, it only offers 4 beds which limits future occupancy.

Response ID: ANON-4C8Y-2K6G-2

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: There are many reasons why refurbishment of the existing building would be the best option.

1. Reuse of existing buildings is preferable in environmental and sustainability terms. There is a huge loss of embodied carbon when an existing building is replaced, plus use of scarce materials for rebuilding and landfill for discarded material.
2. The existing building makes a significant architectural contribution to Alston, being perhaps the only 1960s building in the town to have been designed sympathetically in accordance with the local architecture.
3. The site was purpose-designed, with parking and extensive gardens - the alternatives are unlikely to have these.
4. For all that the buildings are out of date and in need of modernisation, there is most unlikely to be anywhere else in Alston that comes anywhere near their suitability. They were purpose-designed, and

many aspects of their design and ambience is still perfectly relevant to the needs of a modern care home.

Further comments: Your consultation requires respondents to read through the Q&A section. These make quite clear that the Council has already made up its mind on one particular option and will simply regard the consultation as a way of deflecting disagreements. Yet alternatives exist and your 5 options are not the only possible ones.

At the heart of your consultation lies the assumption that the only options should be either (a) continuing very limited care provision in Alston or (b) no such provision at all. Yet it's clear that economies of scale necessitate, at the very least, consideration of wider options.

One very obvious alternative is the use of a care home in Alston to provide accommodation over a wider area, bringing in areas in the two neighbouring local authorities - perhaps a northern North Pennines facility and, perhaps, including parts of upper South Tynedale like Haltwhistle (which currently lacks a facility), Fellside or parts of upper Teesdale/Weardale. Has any thought at all been given to this possibility or discussions held with those authorities?

Another option might be to convert part of the existing home to retirement flats for sale, sharing some communal facilities like the lounge etc.. Once again, has any lateral thought been given to such a possibility? Indeed, it might even be possible to build some additional units within the grounds.

Response ID: ANON-8M3R-8P7K-M

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: None of these options on their own is what I believe should be happening. There is such a history here that is being ignored, concerning the closure of the hospital beds and the agreement to support medical beds, to which residents could be referred by hospitals on discharge (or by the GP surgery to prevent hospital admittance). The referral pathways from NHS contexts to either residential care or short-term medical beds appears to have fallen into abeyance, probably at the time the nurses were removed and sent to Penrith during Covid (which also resulted in our minor injuries unit being closed). It's impossible to talk about a future for Grisedale Croft without considering the whole picture and working with the NHS.

Further comments: I am also deeply concerned that in presenting these options, the Public Sector Equality Duty seems to have been entirely forgotten about. If your whole decision-making process has started from a document which omits any consideration of the impact on women of the choices being offered, then this leaves any final outcome open to legal challenge. Women's role in the unpaid care economy (childcare, elder care, community support) should not be ignored, and the impact on those women who will struggle to visit their friend, family member or partner, if placed in a care home far from Alston Moor, should have been considered in the devising of options.

While a full, detailed, Equality Impact Assessment is apparently not required until later in the process, it seems perfectly obvious that attention to the Public Sector Equality Duty is essential from the

beginning. An EqlA would have been a way to demonstrate this, but it appears that no such assessment has been made.

While passing reference is made to Alston Moor's geographical context, it does not appear that full analysis of the impact of our rurality has influenced the devising of these options. This would have highlighted not merely the distance to other provision of social care or healthcare, but the lack of public transport that would be useable for visiting elsewhere (an almost complete lack of ANY public transport, let alone of a frequency or timing that would enable making a visit).

Response ID: ANON-7D4E-7Y4H-Z

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I don't feel any of the options on offer are appropriate or cost effective.

I do think the buildings of Grisedale Croft can be partly refurbished and kept open for the continuing housing of existing patients whilst improvements and extension into the existing attached formerly supported living accommodation.

There has already money been spent on making it warmer, safer (asbestos) and more up to date. I feel adding the promised care beds (2018) would help enormously in providing the desperately needed intermediate care for people leaving hospital and needing a tie over between that and going home.

Some could go into the supported rooms, some would need more than that in the actual home. Needless to say, the [IILEGIBLE] need to be involved in providing the wrap around services that we did have in the past.

For more medical care intensive patients, the hospital which is in good state of repair and is constantly heated without being used would be a good and cheap solution as everything is already in place.

For the mentally infirm, a dedicated dementia team would be very much appreciated in this community.

There are several patients I can name in this catchment area which are in desperate need of support both physically and in terms of dementia support. Both patients and carers are in many cases struggling to keep functioning.

As we all know, the worst thing you can do for a dementia patient is to remove them out of their familiar surroundings.

Regards the consultation process: I have been appalled at the lack of communication before the consultation document was created. No actual research into the potential patient population in years to come had been done, no one actually visited the care home itself, nobody researched the demographics of the area, no one still to this day locally has any idea of actual costings, no communication with the wrap around health services was conducted

[REDACTED]

[REDACTED]

Taking patients in their old age who have never left the moor in their life to a hospital or care home 1.5 hrs drive away for weeks on end is detrimental to their mental and therefore physical health. It is a death sentence for many in my opinion. I have experienced the effects of isolation on elderly people first hand. Many died as a direct consequence of rapid deterioration of their ability to remain independent and mentally acute.

If the last remaining facility on Alston moor dealing with care in the community is also taken away I feel it is no longer possible for people to remain independent their properties being the age where they are fully independent both mentally and physically.

The council in my opinion has already made up their collective minds to not only close the so called costly grisedale but have also decided to sell or repurpose the site on which the council looks to make a massive profit.

[REDACTED]

[REDACTED] Stating she didn't have the financial figures needed to objectively assess the options, couldn't make any promises either regards finances or for instance communication with other departments such as the nhs. This apparently has not been forced by the Alston work group so probably after the consultation has ended the discussions will take place between the nhs and wfc.

It is clearly impossible to look at all options without those two government bodies communicating on every level. How come the consultation process in its infancy didn't consider this obvious fact?

During the process of consultation it has been blatantly obvious that the council has actively set out to make as much effort as possible to obstruct local people to obtain a clear view of what the council is planning in relation to all of this.

Many many parts of the process have been so badly thought through that in my mind, the whole process and its options should be totally redesigned. Local people as well as the local nhs health services should be involved as well as the parish council and relevant work groups. Local builders should be consulted looking at the financial options once a figure has been designated as being available to spend on improving our carehome and re instating at least some of the services we have lost in the last 10-12 years.

Further comments: Why are we as locals needed to make sure everyone on the moor knows what is going on. No leaflets were posted by the council. Old people don't use internet. Many don't drive. This consultation has felt like a deliberate process of hiding the councils plans to close down yet another vital provision on the moor.

I feel that the royal salary of some of the people involved in the process would pay for a lot of care for our elderly and infirm.

I also very much doubt that building a 4 bed carehome from scratch should cost much more than building a nicely built 4 bedroom house.

However, we need many more beds. Not less. So reinstating the beds we used to have would be a good start. Even if they weren't used 100% straight away because the feed in routes have been systematically wound back by the different authorities involved. Once it is known that actually there is a perfectly good provision available I think people will gladly make use of it.

Response ID: ANON-7A9M-8U5B-2

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I have read the statements already provided and find all to be very reasonable responses. There is no question whatsoever that Alston needs Grisedale Croft for many reasons. These you have heard but a very pertinent addition is the question of quality of care. Any suggestion that residents of Alston could be warehoused and exiled many miles away from family. who, for transport reasons, at the very least, would be unable to maintain contact with their relative. DOLS legislation prevents this as it is rightly considered a deprivation of liberty. Do not underestimate the power of that argument with covers many points, one in particular related to deliberate delay, confused messages and an atmosphere of uncertainty about the future.

Yes, Alston is geographically unusual and lacks adequate public transport. Therefore, this must be catered for. That is what the local authority is for. That is your job, to serve the community. If Grisedale is not equipped to manage some residents then it must be equipped to do so. The occupancy rate would improve, local employment would greatly benefit and standards of care would improve for more people. I refer you again to the many opinions that you have received.

Response ID: ANON-5T6S-2N2X-V

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: If you refurbished the attached flats at Grisedale Croft first, the current residents could remain where they are until stage one was completed. They would still have access to the gardens and be in familiar surroundings where family and friends would have no difficulty in visiting them. Once stage one has been completed, the residents could be gently introduced to the new home whilst the main block is refurbished. Residents would be less disrupted as visitors and views from windows would remain the same, or be very similar to what they are used to.

You cannot move current residents to another home, many miles from Alston - family and friends would be unable to visit them and seeing a familiar face is what keeps many people going.

Further comments: If residents were moved out of Grisedale Croft and sent to another home, I have no confidence that they would ever be able to return to Alston. There needs to be a care provision up and running in Alston that residents can go into before the current building at Grisedale Croft that residents are currently being cared in is closed, refurbished or demolished. Once residents have been moved out, what is there to stop the council saying they've changed their mind, there is no more money and we are not going to refurbish or rebuild Grisedale Croft or find an alternative building to create a new care home for Alston residents.

Response ID: BHLF-2C5X-6S7E-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Refurbishing Grisedale Croft is the only sensible option. It is situated in the heart of Alston with easy access to all amenities. Cannot think of another available building which is so conveniently placed. Why would option 2 necessitate temporary closure? Surely it's a big enough building to be able to sectionalise. Even if that were not the case, or it was impracticable, a temporary closure would be better than no care home at all. It must be obvious that with the lack of a decent transport service it would be extremely hard for visiting.

Further comments: I was part of the London protest when the hospital was closed in 2018. It was agreed then that two health beds would always be available at Grisedale Croft. People no longer needing hospital treatment but needed to recuperate. I understand there are documents available to substantiate this agreement.

Response ID: BHLF-5G3F-6U3B-N

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Grisedale Croft is a very much needed facility in Alston. Occupancy numbers can increase or decrease. The facility is needed as alternative and not local. And travelling can be a problem for relatives of residents, especially in the winter months.

Further comments: The views expressed by the residents of Alston and members of the Parish Council leave no doubt as to the importance of Grisedale Croft. The alternatives which were discussed at the various meetings were ridiculous and obviously made by people who would never in the future or presently have a family member who would require care and accommodation as presently provided by Grisedale Croft.

Response ID: ANON-5J6H-4S3B-S

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I have chosen Option 2, refurbishment. I live on Alston Moor. Grisedale Croft is the only residential care home in this parish, and it is rated Good by the Care Quality Commission — the Council says so itself on this consultation page. What is being proposed is the closure of a good home in the most isolated community in mainland England, and the reason given is a cost figure the Council has not shown me.

THE REFURBISHMENT FIGURE DOES NOT STAND UP TO INSPECTION

The consultation gives a single range of £2.5 million to £3 million for "refurbishment or rebuild". The same range appears in the Council's consultation material for Applethwaite Green Care Home, which has 27 bedrooms, as for Grisedale Croft, which has 13. One range cannot honestly describe two buildings of that different a size. No separate figure has been published for refurbishment as against rebuild, and the two are entirely different exercises. Published industry benchmarks for new care-home construction of £120,000 to £180,000 per registered bed would put a complete 13-bedroom new build at roughly £1.56 million to £2.34 million — below the top of the range the Council attributes to refurbishing the building it already owns. That may be explicable, but it has not been explained.

THE BASIS FOR THE FIGURE HAS BEEN REQUESTED AND HAS NOT BEEN PRODUCED

A genuine refurbishment estimate leaves a paper trail: a condition survey, a schedule of works defining what "modern standards" requires, and a cost estimate with a breakdown, a base date, contingency, fees and VAT. Requests for that chain of documents are past their statutory deadline and remain unanswered. In its first response the Council said it held no building condition survey or engineers' assessment; at internal review on 27 June 2026 it released a Mechanical and Electrical Condition Survey of December 2023 and a Decarbonisation Plan of May 2024. I am being asked to reject refurbishment on a figure whose workings the Council has not disclosed, having already had to be corrected once about what it holds.

THE COST PER RESIDENT IS A CONSEQUENCE OF UNDER-USE, NOT OF THE BUILDING

The Council's own Questions and Answers of 15 June 2026 record that of 104 bed-weeks available in the two beds designated for NHS use, 20 were used, and that hospital discharge teams have no pathway access to them. Permanent occupancy fell from eight residents in March 2024 to four, against 13 registered beds. The home's total running cost of about £909,000 a year is the lowest of the Council's eight care homes. The figure of £4,072 per resident per week is arithmetic driven by the numerator being spread across too few people — and the reason there are too few people is that referrals were not made and the promised health-bed role was never implemented. Closing the home because of that would be closing it because of the Council's and the NHS's own failure to use it.

REFURBISHMENT DOES NOT HAVE TO MEAN THE HOME STANDING EMPTY FOR TWO YEARS

The Council has now told us that Option 2 would mean temporary closure and residents displaced for an estimated 12 to 24 months. That is presented as a fixed consequence, but no phased scheme appears to have been costed, and no local decant option appears to have been examined. There are flats on the site formerly leased to Eden Housing Association, and there is the Ruth Lancaster James Cottage Hospital site in the town. I understand that roof works and asbestos removal were carried out at Grisedale Croft about three years ago without residents being moved out, and I ask the Council to confirm the dates, scope and cost of those works and whether residents were decanted. Before refurbishment is dismissed as too disruptive, I ask the Council to cost a phased, in-occupation or partly

in-occupation scheme, and to say plainly whether it looked at housing residents in Alston during the works.

THE BUILDING'S CONDITION IS THE RESULT OF A PROMISE THE COUNCIL'S PREDECESSOR DID NOT KEEP

In 2008 Cumbria County Council committed to replacing Grisedale Croft with a new facility by 2013. It was never built. The condition of the building in 2026 is the consequence of that, and of the years of non-investment since. It should not now be the reason the community loses its only care home.

For these reasons I want the Council to invest in the building it owns, to a properly costed and published scheme, and to restore the intermediate-care and nursing support Grisedale Croft was promised in 2017 and 2018 when the hospital in-patient beds closed.

Further comments: I want to record concerns about how this consultation has been run, because they bear directly on why I have chosen Option 2.

THE COUNCIL BEGAN WITH A PREFERRED OPTION

This consultation page states that the Council indicated its preferred option for Grisedale Croft "from the outset". Applethwaite Green — where the Council counts alternative provision within reach — was consulted on with four neutral options. Grisedale Croft, where the Council accepts there is little alternative provision, was given a preferred option pointing away from the existing home. A consultation carries weight only if the decision-maker's mind is open when it begins, and the Council's own Consultation and Engagement Strategy commits it to consulting at a formative stage in the decision-making process when the options are still open.

THE MEANING OF OPTION 2 CHANGED PART-WAY THROUGH

The Council extended this consultation on 25 June 2026 precisely because its material had not made clear that refurbishment would mean temporary closure and displacement, and because respondents were choosing refurbishment believing it least disruptive. The Council's own page confirms that a submitted response cannot be amended. Those earlier respondents cannot revise their answers. I ask the Council to publish how many responses it received before 25 June 2026 and to state how they have been treated in the analysis.

INFORMATION I NEED IN ORDER TO ANSWER IS MISSING, LATE, OR DUE AFTER I HAVE HAD TO ANSWER

The workings behind the £2.5 million to £3 million figure and the building's capital and maintenance expenditure are both overdue. Six further requests — including the comparison between Grisedale Croft and Applethwaite Green, and the methodology behind the published cost per resident per week — are not due until 24 August 2026, with the request about the adjoining flats due 28 August 2026. All of them fall after this consultation closes on 19 August 2026. I am being asked for a view on a cost case while the evidence for it is still being extracted from the Council.

THE COUNCIL HAS NOT IDENTIFIED THE BUILDING BEHIND ITS PREFERRED OPTION

Its Cabinet was told in April 2026 that a potentially suitable property had been identified. Its later answers offer a Rightmove search and refuse the specifics, while separately confirming an officer visit

in April 2026 and a property sold subject to contract. I am being invited to prefer relocation into a building that has not been named, at a cost that has not been calculated, on a timetable that has not been set.

THE WORDING OF OPTION 5 ON THIS SURVEY IS STILL WRONG AND SHOULD BE CORRECTED

Question 1 of this survey describes Option 5 as providing alternative accommodation "in a suitable building in the local area". That is not what the Council now says it means. In its Questions and Answers of 15 June 2026, and again on the information pages of this consultation, the Council confirmed that Option 5 refers to Alston town itself. "The local area" is a materially different proposition to anyone reading it in Nenthead, Garrigill or Alston: it could be read as anywhere in Westmorland and Furness. This is the single most important option on the form — it is the Council's preferred option — and the question people are actually voting on still carries the looser wording the Council has already had to clarify. I ask the Council to correct the wording of question 1 to say Alston town, and to state how it will satisfy itself that respondents who chose Option 5 understood it to mean Alston and not the wider area.

WHAT I ASK THE COUNCIL TO DO

Choose Option 2. Before any decision is taken, obtain a current Care Quality Commission inspection of Grisedale Croft under the Council's own registration — there has been no full inspection since 10 October 2018, when the home was rated Good in every domain, and none at all since the Council became the registered provider on 1 April 2023. Produce and publish a building-specific refurbishment appraisal that separates works required for regulatory compliance from discretionary improvement and compares the options on whole-life cost. Determine the outstanding information requests and allow people time to respond to what they disclose. Refer the outcome to the Health and Adults Scrutiny Committee before any decision is made.

Response ID: ANON-7Y2G-9F2A-U

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: As a builder, I am at a loss as to where you get your figures from. They seem designed more to steer people towards your preferred option, than to give a realistic idea of actual costs. If this were a private sector project, it could be delivered in a year, and at a far more competitive price than you are quoting. Forensic preparation and penalty clauses make a huge difference to delivery outcomes.

Also, beware of option 5, as it may not be the cheap option you are hoping for. Say, £4-500,000 to acquire a suitable property, and as much again to bring it up to an acceptable standard. That could be a minimum costing.

Further comments: Like Alstons' once pristine cobbled street (it was almost fully relaid in 1990 at the County Councils expense), if you do not maintain regularly and invest in the prized assets that make our town what it is (the street was allowed to fall in to disrepair, with loose cobbles not secured and

drains left blocked leading to the undermining of the cobbles themselves, leading to claims from drivers, leading to the council using the state of the cobbles as a reason to rip them out without replacing them, except for a token gesture for the tourists next to the Market Cross), then you will, inevitably, end up in the situation that Grisedale Croft, through no fault of its own whatsoever, now finds itself in.

It is no wonder that Grisedale Croft is under threat after decades of neglect and indifference from the various councils that were supposed to look after this vital community asset, and it is shameful that Wfc is even contemplating closing it.

There is widespread confusion and disbelief in the community that somehow there is low/no demand for Grisedale Croft because occupancy is currently low. People are being sent to care homes off the moor, so maybe that is more relevant.

Disastrously, we lost our hospital in 2017, but to soften the blow we were "guaranteed" 2 step-down beds in Grisedale Croft, with nursing care provided. Other services - physiotherapy, occupational therapy and more were also "promised", but never materialised. Why not?

Why, whenever vital services here have come under threat (hospital, ambulance service, regular bus service), do the authorities recognise "the unique challenges an isolated community like Alston faces" then make no allowances whatsoever for the unique challenges an isolated community like Alston face? With the result that we now have no hospital, no ambulance and no meaningful bus service. So, just a couple of examples, no palliative care provision, meaning relatives travelling many miles to visit loved ones during their last weeks(though not on a bus), and the unbelievable situation where the sick and injured are waiting over an hour for an ambulance to get here.

Drip by drip, blow by blow, Alston has been hollowed out, and is a shadow of what it was just 15 years ago.

This would appear to be more of the same. However, Wfc has the opportunity to bring some hope back to Alston moor, and I urge them to put all of their acumen and goodwill behind a scheme that not only reinstates Grisedale Croft as a care home fit for today and the future, but also incorporates the wrap around services we were promised that will also benefit the greater community.

Response ID: ANON-5Z7C-2A5G-R

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I think there are just too many unknowns at this stage to put anything else, even taking into consideration the Councils analysis. For example:

--- Could there not be careful planning around the large space Grisedale Croft has to accommodate residents remaining in a part of the Home whilst refurbishing other parts. Albeit taking into account disruption.

---A 4 bedded apartment is inadequate for the future proofing of Alston's ageing population

---I have seen no analysis of why some people have chosen to go off the Moor to other care homes and reduce the number of residents in Grisedale. Unless this is undertaken it is difficult to assess what the true numbers in Grisedale could be in modernised, up to date accommodation.

---Despite what you say about the number of care agencies the Council works with in the community supporting older people in their homes, anecdotally Alston residents does seem to have a problem with finding and retaining staff.

---An added factor is how many agency care hours would genuinely be allotted to a resident and/or their family for them to remain in their own home in the long term as opposed to residential care. Would this involve regular overnight stays for those who are not medically ill, but do not sleep well/need toileting etc, to give family carers sleep respite.

Please see below for further information on the above.

Further comments: ---I do not think an up to date, modernised, purpose built/refurbished Home which only accommodates 4 people is enough capacity for Alston's ageing population. It would need to accommodate long term residential care, respite care, onward move from hospital and convalescence, and occasionally couples who may wish to live together due to their own failing health. Plus, still have the NHS assessment beds in the local community.

---I think it is disingenuous to say that supporting older people in the home will be the Councils way forward rather than residential care. Of course this should be the way forward and would be preferable to the majority of people, but in practice I'm afraid this is almost always inadequate.

In my personal and past professional experience "supporting people in their own home", generally means a spouse/partner/family member/ acting as unpaid carers. Often the unpaid carers will have given up their own work to do this care role.

The Council, via agency workers ,will support the unpaid family member 3 or 4 times a day, generally for around 30 minutes. Overnights are rare, yet that time is needed as greatly as others. If this supported care in the community is not adequate Grisedale Croft or equivalent is going to need more respite and long term beds than the minimum of 4 proposed.

It is so important for Alston residents to have the right care in this isolated community. I am currently travelling to Keswick to visit a friend who has been moved out of Grisedale Croft as are a number of other people. This journey takes me 1.15 minutes each way. I just used to pop down into Grisedale, now I try and visit once per week. I understand the reasons given for the move but I seriously do not believe from my visits my friend is getting greater care than at Grisedale. She is certainly getting far less visits and social interaction with those she has spent her life with and she is lucky to have a number of good friends and family who are able and will make the effort.

Response ID: BHLF-6S3R-8S3P-V

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: The need for clearing people from hospital when well enough and not using Grisedale seems to me a way to shut Grisedale. Grisedale Croft is a vital service for Alston Moor. Alternative provision is too far away for people of Alston to travel to see their family members + friends (e.g Whitehaven). It is widely known that management have refused a number of prospective residents in an effort to reduce numbers + artificially claim Grisedale is under used.

Further comments: There is insufficient information provided to allow me to understand/assess the need for a full evacuation of the building during refurbishment. I recommend refurbishment is undertaken on a phased basis to allow residents to stay in the building once residents are moved out I doubt they will be able to return.

Response ID: BHLF-8A6S-2J2Q-1

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: When they closed the hospital at Alston they said there would be Alston they said there would be two hospital beds at Grisedale Croft. People were upset about the hospital closing as older people loved to come nearer home. Grisedale Croft is a great old peoples home my father-in-law was in the hospital bed at Grisedale for a number of weeks before he died. We were able to be with him every day which we might not have had if he had not been in Alston.

Further comments: There needs to be a care home in Alston it is too far for people to travel if you do not drive. Older people would need to pay taxi fares to visit relatives, the wheather is not always good winter time apart from toilets & shower rooms being on suite. New homes are not that different. I no as my mother was in a home on Tyneside.

Response ID: BHLF-3P4U-3T2B-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I have selected option 2 as it is the only option that guarantees the long term future at a care home in Alston. As the population of Alston Moor ages there will be greater need for care. Care in the community the current strategy cannot and will not meet the future requirements nor will a 4 bedded home. A 6 bedded home with provision for expansion as the need arises is what is required. Option 5 is inadequate and is being proposed purely on cost grounds rather than the long term requirements of the residents of Alston Moor. Option 5 still has significant costs - how much will the purchase of another suitable building cost?

The timescale quoted for refurbishing Grisedale Croft has been exaggerated. It should be possible if managed/planned correctly for the refurbishment to be completed within 12 months. The existing running costs are excessive and suggest gross mismanagement.

Further comments: With regard the existing occupants.

W&F Council already own the adjacent flatlets. Some of these could be upgraded to a short term standard that would suffice in housing the existing residents whilst upgrading of the main building takes

place. Thus the residents do not have to leave the district and friends and family can visit as before. A refurbished Grisedale Croft would provide a hub for the care and support of the elderly on Alston Moor care in the community could be brought back in house instead of sub contracting it to a provider from outside Alston Moor.

Care in the community can breakdown in severe winter weather especially with carers travelling from outside the district. It is important that there is a facility that could house outlying people requiring care during bad weather or a short term basis (few days)

Response ID: ANON-2M7C-2F8A-A

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I do not support any of the options in their current form. I believe that any solution aiming for 4 beds only is inadequate for the areas actual needs and particularly considering the needs respite, and step up/step down provision, end of life care as well as residential care. A proposal relying on the purchase of a suitable residential property even at 4 bedrooms is fraught with risk, making the risk of Alston being left without any provision.

For those reasons I have chosen Option 2 as the nearest option to my preference which is the retention of Grisedale Croft accepting that there may be fewer but improved facilities. Fewer being no less than 6 beds. I strongly support the content and proposals included in the submission made by Alston Moor Parish Council.

Response ID: ANON-2G9P-5P3U-F

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I have chosen Option 2 as there is not a "None of the above" option. Given that limitation and for reasons stated in these notes I believe that a version of Option 2 is the most satisfactory way forward given the constraints and challenges faced by the residents of Alston.

I express my concerns about the consultation process and the option appraisal in Box 2 of the response. The proposals and this consultation seem based on three key assumptions, low demand, an increased provision of home care and the availability of a suitable alternative property.

The "low demand" or to be accurate the "low occupancy" is the result of a number of failures by Westmorland and Furness Council and other agencies responsible for the care, health and wellbeing of residents both here in Alston and further afield.

There has been a failure to invest in the infrastructure of Grisedale Croft, making it less attractive or suitable for potential clients.

There has been a failure to ensure that the appropriate pathways are in place to enable those in need to make use of the building.

Alongside this low demand / occupancy argument sits a failure to account for, or at least consider, the costs financially and psychologically to families and the community of vulnerable adults being located considerable distances away. Considerable distances that are not served adequately by public transport.

Options which look to reducing the number of beds are predicated on the council's vision for Adult Social Care which drives a shift towards home based support. It is a laudable aim and is clearly the direction of travel, national and regionally but "one size fits all" solutions rarely work. Alston Moor presents specific challenges in terms of access and recruitment that are not easily overcome. Today that home care ambition remains a vision and not a reality. I would have more confidence in the proposals if that provision was in place now. The closure of the hospital and the loss of the ambulance demonstrate why local residents have minimal confidence in promises let alone "agreements".

The council's preferred option, the purchase of a four-bed property, shrouded in the mists of "business sensitivity" is a direct product of the flawed low demand argument. Alston is a very limited housing market of mainly older housing in a challenging topography. While I understand the need for discretion, the lack of clarity makes it very difficult to accept and trust this as a viable option.

My preferred option is for the council to engage meaningfully with the community and other agencies to identify solutions that meet the community's needs. It is our health and our wellbeing that is at stake here and we deserve the right to be involved not just consulted, in how to resolve this important and difficult situation. While Westmorland and Furness Council are responsible for the future of the building it is "our" asset too!

I strongly agree with and support the response submitted by Alston Moor Parish Council.

I believe that the people of Alston are pragmatic and resourceful and quite capable of working with the relevant agencies to achieve a far better outcome than the options presented in this consultation.

Further comments: I believe the whole consultation process for Grisedale Croft has been a lost opportunity which, with some imagination and inter agency working, could substantially improve services in Alston and, bluntly, save lives. That course of action is still available and such a process is eloquently described in the response from Alston Moor Parish Council.

With a career in option appraisal and public engagement behind me, an all too familiar pattern of behaviour is evident.

As the owners of Grisedale Croft and the responsible authority for the Adult Care services Westmorland and Furness Council are entitled to take a minimalist approach to decision making. Unfortunately, this has led to a position where it "feels" to the public, with some justification, that a solution has been identified around which an option appraisal process has been constructed. Those alternative options, and even the preferred option, have rudimentary costings which makes the consultation process inequitable. As my partner said at a consultation event "we are left comparing apples with sausages".

The Cabinet Report authorising consultation outlines the options but fails to identify any objectives for the option appraisal that forms the core of that consultation. In my experience it is very difficult to analyse options without objectives to measure them against.

To achieve a successful long-term solution, I would expect W&F to engage with all stakeholders (particularly those with the duty or power to refer clients to Grisedale Croft), service users and the community to establish the objectives for a decision around Grisedale Croft and the issues of standards/ low occupancy etc. From that position a realistic and achievable set of options can be identified and developed. Real engagement would also enable officers to meet the Council Plan's commitment to place residents "at the centre of everything we do".

Had the same energy been put into engagement that has been put into "consultation" a more positive and successful outcome would be in reach.

Response ID: ANON-8Z3F-6C3U-C

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I do not believe that the figures stated are accurate for that particular building. I also believe that closing the unit and moving to a 4 room replacement would not offer enough scope for future local care. We have had local services taken away from us time after time, necessitating long drives to Carlisle or Penrith to see friends and family in respite care etc which is very difficult for some with reduced bus services etc. Alston is a hub for a large area and should have services like this available, and doctors should be discharging patients to it so that it is used.

Further comments: Provide as broad a facility as possible so that it can be used for a wide range of people. That will ensure it is kept in use, reducing average costs per person

Response ID: ANON-7D4E-7Y6H-2

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: There has been no significant investment in Grisedale Croft for many years by any local or county council, it has been consistently ignored as being on the periphery and low priority for refurbishment or upgrading. The residents of Alston are owed some care and consideration by the current Council to compensate for the years of neglect by previous Councils. Providing alternative accommodation in an alternative building is only a reasonable answer if there is a long term ongoing commitment to this strategy as I fear the argument that no suitable building can be found will then translate after a time into we're not even looking anymore.

Response ID: BHLF-9P8A-5M9Y-P

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Further comments: I am not concerned that demolish and new build (option 3) would be more expensive than new build given that you preferred option is for a four bed facility. Adopting BCIS and care home builders data this would be as follows.

GISA 4x 60m2 GIFA = 240 rounded up to 300m2 cost/m2 standard build = £2400/m2

300 x 2400 = £720,000 + fees + fees 20% £144,000 TOTAL = £864,000

Response ID: BHLF-7B7V-7Q7X-W

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Needs to be close to centre of Alston. 13 bedrooms is right, if it was correctly offered as an option.

Further comments: My partner (now deceased) spent time in hospital because 2 carers were not available to look after him at home. He wanted to go to Grisedale but instead spent several weeks in care at Carlisle, and on another in Brampton. Grisedale was not offered as an option.

Response ID: BHLF-3F8Z-9W3B-G

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Refurbishing the home is the best option despite residents having to move out. It shouldn't take 2yrs to refurbish. Could the residents now move into the flats that are empty along with staff office/kitchen/storage/equipment etc.... OR use the hospital that is fully heated & already has a cleaner in situ plus doctors & nurses on site Monday-Friday? Whilst realising this facility is NHS, am sure there would be a deal to be had.

People living on the moor are often 1 of generations living here & as such rely on the close proximity of loved ones able to visit along with friends popping in. Not ideal if you're having long distances to travel for visitation e.g Maryport not knowing anyone. People want visit as often. Need also for step up/step down beds/end of life/respite care here close to family & friends in area they know.

Further comments: Feel that WAF haven't been totally honest with community as found out with Parish Councils FOI's. Why at 1st consultation phase has a preferred option been given - says WAF already made their mind up to close that facility 'if they can't find' suitable premises will say "we've tried" & leave AM with nothing.

No budget set/no plans made await able to P.C's professional whom refurbishes care homes as his business/FOI's not answered and or delaying tactics from WAF so that info not ready before consultation deadline. WAF + NHS need to work together + formulate a plan in which elderly from hospitals used by AM residents have access into Grisedale - cheapest run care home in WAF - why not close on in Kendal/Keswick. This serves residents from Fellside + CO. Durham + Northumbria - if only

you were proactive!

Response ID: ANON-4E5X-6R5J-D

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I understand the council's preferred option but I doubt that any of the available buildings would cost any less to renovate and greatly fear that the council will turn around and say that there is no suitable building and that we will lose all provision. If the building were to standard and appropriately staffed, persons from Alston Moor could cease being accommodated many miles away from family and friends, which is cruel to all concerned

Response ID: ANON-7D4E-7Y5A-T

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Refurbish and re open the hospital to provide the promised, but never provided hospital beds. Both places should work together. The residents could live in the hospital whilst the home is being refurbished.

Further comments: It would be good if consultations were genuine, but from experience decisions have already been made.

Response ID: ANON-7A9M-8H8H-X

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: When in 2018 the local authority and ICB decided to close Alston Community Hospital, it was agreed two 'health beds' would be available at Grisedale Croft, with full 'wraparound care'. Two beds must therefore continue to be available for the care of those needing such temporary medical care.

Grisedale Croft has 13 beds available. Low numbers of occupants are a result of poor resource management, a deliberate run down of the service by the local authority resulting in lack of confidence by acute health sector services to discharge patients to Grisedale, due to a failure to include respite, emergency and palliative care beds. The costs per resident given in the consultation information are based on exaggerated costs per patient due to low occupancy, but when the correct algorithm is applied, Grisedale Croft would have the lowest operating costs of all eight of the council-run care homes.

Further comments: Rebuilding would obviously cost far more than refurbishment and the figures given in the consultation document are a nonsense, and do not reflect the true cost profile for Grisedale Croft. However, a figure for new build is not provided therefore the consultation fails to provide a true

economic forecast on which residents can make an informed choice.

Response ID: BHLF-8A6S-2J6E-S

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: Unless W&F Council provide information re the 'alternative accommodation' it is difficult to agree to that alternative. Wherever it may be it would also need money allocated to make it appropriate for Alston needs. Option 2 seems like the only sensible solution.

Further comments: Option 1 - X

Option 3 - Disruptive and expensive

Option 4 - Shame on you for even suggesting

Option 5 - See above

Please stop sending Alston residents miles away - it is inhumane.

Response ID: BHLF-6C2G-9U9B-U

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I am 81 years old. I live alone. I have no family in this country. I live opposite Grisedale Croft. This has always reassured me - until NOW!

Further comments: It is likely that more people will need social care as climate change progresses. Grisedale Croft is in a perfect location. In the middle of town and close to the surgery. People can easily visit friends and family in Grisedale Croft.

People who move to Alston are often retired, boosting the local elderly population. This could mean more people needing care. Some of the flats could be renovated first and would be available for Grisedale Croft residents while the main building is refurbished.

Response ID: BHLF-6E5T-3N5D-X

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: There are 13 beds available, including the two health beds. At 31st March 2024 there were 8 permanent residents, which reduces to 4 by 31st March 2026. Low numbers result from the discharge pathways from hospitals not being properly established and a failure to provide respite, emergency and care beds. Hence Alston Moor residents are sent to homes far away. This can and must change. So the cost given in the consultation document of four thousand pounds per resident

is purely the result of unnecessarily low occupancy.

Response ID: BHLF-2J4E-7J9Z-9

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: There is no need to have a temporary closure of the home for refurbishment. Refurb the empty flats upstairs to accommodate the residents, move them in there, then do a refurb on the "home" end. All staff keep their jobs and residents stay happy!

Further comments: The downstairs flats in the unused part of the building could be converted to a staff room, accommodation and a physio room with long way glass for privacy. This would help recruit staff from far and wide as well as locally. We (me and my daughter) stayed at RVI in Newcastle when it was having the new hospital built. They worked around us, we were not shipped out. No one needs to be moved away for the refurbishment of Grisedale Croft.

Response ID: BHLF-3Q6S-2X7V-4

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I want to request the refurbishment of Grisedale Croft Care Home. I would like it to remain in the place it is in Alston. I would hope that my grandparents and parents could live there if they were required to.

The flats have been empty for years and they would be perfect for refurbishment to add to the current usable part of the building, to make suitable sized rooms that can accommodate all the equipment required and ensuite facilities.

It would be far more cost effective than rebuilding or purchasing a property and converting it. Plus the conversion would produce a small facility that would not fit the requirements of the Moor. We have to look forward more than just now, but 10 or 20 years ahead.

Further comments: I think this consultation has not been very well thought out as changes in the consultation halfway through is not correct and right. It should be restarted when changes in the "goalposts" have been put in place.

Response ID: BHLF-4K9P-5W4R-T

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2: Refurbish Grisedale Croft

Reason for preference: I have lived in Alston all my life and there has always been provision for the elderly in Alston. I wish this to continue, be available for my parents and me and my wife if required. I have listened to the points made in the drop-in sessions and I still feel the same. Grisedale Croft Care Home must stay and be refurbished for the local community.

Further comments: I don't feel this has been a fair consultation, the options have changed, requests to "change" responses after being submitted. The refurbishment can carry on while residents are there, when my wife and daughter were in the RVI during the building changes early 200s they didn't get shipped out, work carried on around everyone. This is no different but on a smaller scale!

OPTION 3: DEMOLISH AND REBUILD AT GRISEDALE CROFT

Response ID: ANON-4Q9M-8M4E-9

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 3: Demolish and rebuild at Grisedale Croft

Reason for preference: We have not been given the information needed to make an informed decision, nor has the process so far been transparent. Westmorland and Furness Council and relevant NHS bodies initially denied any agreement to have two health beds at Grisedale Croft. Research by Alston Councillors and others has shown this agreement was made. The denial undermines all other aspects of the consultation process.

I have ticked option 3 because the form requires me to tick a box. We cannot make an informed decision until full surveys, costings and well founded estimates of likely demand have been carried out, with appropriate expert consideration, in line with the recommendations of the Alston Moor Parish Council working group.

Further comments: I was at the well-attended 'consultation' meeting in Alston Town Hall. I have extensive professional experience of public consultation through my professional life. I was struck by the apparent lack of professionalism with which the 'consultation' was being carried out. We were not presented with well-researched options and it was clear that key information was lacking both regard to actual likely demand, operating costs and building costings. The presenter contradicted herself on at least two occasions and did not have the information needed to respond to queries.

Subsequent research by a working group of Councillors and others with relevant experience indicates that:

When the hospital beds were closed, two 'health beds' were agreed to be made available at Grisedale Croft with full 'wraparound' care. This was denied at the 'consultation' meeting. This denial clearly undermines the good faith in which the 'consultation' should be carried out and puts further doubt over the limited and inadequate information provided with regard to demand and costs.

Low numbers of occupants of the 13 beds at Grisedale Croft are a result of hospitals not discharging to Grisedale (through inadequate discharge pathways) and a failure to include respite, emergency and palliative care beds. This gives a misleading impression of potential occupancy and of costs, and smacks of deliberate under-use and under-estimation to support a case for closure.

No survey of Grisedale Croft has been done, with costed plans and options for refurbishment. Costs given are derived from other projects and do not reflect the actual situation. There is also no realistic figure for refurbishment, no figure has been indicated for replacement, and no options seem to have been explored.

The notion of only four beds is entirely inadequate and does not reflect an realistic assessment of likely demand for respite, emergency and palliative care in addition to standard care.

Response ID: ANON-6F4U-3E9Q-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 3: Demolish and rebuild at Grisedale Croft

Reason for preference: Without more specifics on size, costs and budgets it is not possible to be dogmatic. The retention of the Health Beds is essential. The detailed reasoning was previously submitted to you in a plan. By undertaking a new build the facility can be future proofed and made as economic and sustainable as possible.

Response ID: ANON-4E5X-6R2M-D

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 3: Demolish and rebuild at Grisedale Croft

Reason for preference: I believe it is possible to demolish the unused flats and construct the new facility on that site while the existing residents remain where they are. You keep saying the site is too big, but we need supported living for people who cannot live at home full time without additional support. It is worth pointing out that most of the houses in Alston are not suitable for people who can no longer manage stairs or need wider door access because they use a wheelchair - not needing institutional care but a suitable dwelling with support on call if needed. This accommodation could then be built on the site of the existing home.

Alston desperately needs the short term care beds that used to exist at the hospital AND WE WERE PROMISED when the hospital closed. I have known too many people recently blocking hospital beds who just needed that little bit of extra care before returning home and others who have had to spend their last few days or weeks in unfamiliar places far from friends instead of the former option of being in the local hospital and able to look out on familiar hills.

NOTE with an ageing population, many of whom have now given up driving, and with poor public transport, those far from home do not have regular visits from friends and family and so feel isolated.

Response ID: ANON-6F4U-3E7T-8

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 3: Demolish and rebuild at Grisedale Croft

Reason for preference: Chosen this option as can't complete survey without a response but feel this is inappropriate and counter to proper consultation

Difficult to consult without all the information eg which building other than Grisedale Croft is truly being considered and if an existing building in Alston it will still require extensive adaptations to come to the desired standards you are saying have to be provided.

There has been no clarity of the plans so proper costing of what needs to be done is not possible to ascertain.

Without a proper needs assessment of the demands and how people are currently being cared for as well as realistic assessment of the potential needs with the age profile of the population it is impossible to consult effectively.

Further comments: I attended the face to face consultation in Alston recently and was very disappointed in the lack of transparency about availability of data. It beggars belief that social services do not know how many people on Alston Moor at any time are needing or have needed residential care bed support.

All people in acute hospital care if no longer needing acute health care and are able to be discharged need to have it identified if they need ongoing support and entitled to care assessment. So there must be numbers of people who have required care assessments in the last 5 years. Saying there is enough care agency carers to meet the needs on Alston Moor is surprising as compared to the national picture where care agencies have enough work in the town areas so have no need to provide to rural areas.

In the poor weather the ability of carers not based on Alston Moor to get to people who they are serving is likely to be compromised, and thus unreliable and not a safe option for people who need this care. Previously Grisedale Croft has supported 40 people at any one time. There has been no clarity as to why the numbers have fallen so low in recent times and local examples of Alston people having to be cared for many miles away from family and friends. If their care can't be met on the Moor the reasons for that need to be explored and what is needed to enable this in the future.

Suggesting that a facility somewhere in Alston other than Grisedale Croft to provide 4 beds is a good option seems counter to the argument that because occupancy of Grisedale has fallen so low it has made it uneconomical; so why will a 'new' 4 bed unit be economical? - it will still need a minimum number of staff and accommodation / hotel costs as Grisedale does.

Whatever the facility provided it should be in full partnership with the NHS so health care and social care staff can support each other and facilitate a full range of care to meet whatever the needs someone has; from step down care from acute hospital; intermediate care and rehab to get back to their own home with minimal carer input to supported living options and residential full care support. The new facility should be able to support emergency care; respite and palliative care alongside the above care provision.

If all these needs were met then the potential demand is far higher than that suggested by the council. 4 beds is totally inadequate to meet even one aspect of the provision that is needed. This consultation has not provided any proper plans and costs of implementing those plans

OPTION 5: PROVIDE ALTERNATIVE ACCOMMODATION

Response ID: ANON-6K9M-8U5S-V

Respondent category: A member of the public (Outside Westmorland and Furness)

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: An alternative, smaller establishment would be more proportionate to the level of demand required, but still enable local people to live in their community. Step up/down beds are desperately needed in the Eden area - the closest ICS beds being in Cumberland. The current health beds in the home serve a vital hospital admission avoidance purpose, and could offer more benefit with addition of beds, and widening to other Eden GP practice patients.

Further comments: Competitive recruitment in Eden Care Services homes needs creative thinking as persistent low staffing results in major challenges for residents staying locally.

Response ID: ANON-8M3R-8R8E-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Alternative accommodation makes sense, however the proposal of starting at maximum capacity is simply wrong. You can't open a 4 bed unit with 4 residents & leave absolutely no resource available to other community members unfortunate enough to find themselves needing support

Response ID: ANON-5Z7C-2A3J-S

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Construct a new purpose built building, multi use, the old site to be demolished and turned in to a car park with EV charger. The new building could offer rest bite care for out of area folks and possibly welcome families, at a charge, to create memories in a controlled and caring building, building to make use of green technology and energy systems. What a opportunity to Invest in Alston.

Further comments: Please invest in Alston, don't listen to the negative and aggressive Parish Council that don't really represent the people of Alston. Thanks you for the ability to communicate directly.

Response ID: ANON-2G9P-5Z6A-8

Respondent category: A member of staff currently working at Grisedale Croft

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I support Option 5 because it would allow residents to remain within the Alston community while still receiving the care and support they need. Many residents have strong social, family and community connections locally, and moving far away could negatively affect their wellbeing, independence and emotional health.

Providing alternative accommodation in a suitable local building would help maintain continuity of care, reduce disruption for residents and families, and preserve local care provision in an area where there is limited alternatives.

I would encourage the council to prioritise finding a safe, modern and accessible building within the local area and to involve residents, families, staff and the wider community throughout the process.

Further comments: I appreciate the opportunity for residents, families, staff and members of the community to contribute to this consultation. Grisedale Croft is important to the Alston area, particularly because rural communities can have limited access to local care services.

Whatever decision is made, I hope the council carefully considers the emotional wellbeing of residents, the impact on families who rely on nearby care provision, and the effect on staff employment and the wider community.

It is important that any transition is handled gradually, respectfully and with clear communication to everyone involved. If alternative accommodation is pursued, priority should be given to keeping residents within the local area so they can maintain familiar surroundings, relationships and community connections.

I would also encourage the council to continue exploring long-term investment in local adult social care services to ensure rural communities are not left without accessible care provision in the future.

Response ID: ANON-6G7V-7Q9R-W

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I put my husband who has dementia into Grisedale for respite care for 2 weeks. With it being in Alston people were still able to visit easily and take him out to his local bowls green which he loves doing. Also the staff were familiar to him which helped in settle in. With transport limited in this area Grisedale is in a central location for the moor.

Response ID: ANON-3S2N-5J3R-A

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Grisedale Croft is an eyesore, underused and staff aren't safe, I welcome the opportunity to do something different. Hopefully it'll be modern and able to support people to go back to their own home instead of staying there.

Response ID: ANON-6K9M-8H3H-2

Respondent category: A member of the public (Westmorland and Furness resident - outside Alston Moor area)

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: By far the most humane and financially viable alternative.

It is clear there is low demand for the existing provision, bearing in mind the significantly declining occupancy. If another suitable small-scale building cannot be found, my second option is No 4 - Alston isn't as isolated as you dramatically maintain. It's only 10mins to Brampton and less than 30mins to Carlisle. In this day and age with car transportation, that is very little.

Furthermore, the council has an OVERRIDING DUTY to spend my money and that of other tax payers as ECONOMICALLY as possible.

Response ID: ANON-4G7D-9Y7C-2

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: We need a care home locally, and if Grisedale is not suitable then an alternative needs to be found on Alston Moor. Any other option is either unacceptable or not viable for people who want to visit friends and family, due to the very limited transport options available.

Further comments: A sensible solution would be to look at using the recently closed Cottage Hospital. It has good access, is relatively modern and still local.

Response ID: ANON-2V8A-5M9U-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5: Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Alston is very remote with a growing ageing population.

My mother Cynthia Dodd was fortunate in that she received end of life care for the last two weeks of

her life. My mum lived in Alston for all of her 86 years and received wonderful care from the Griesdale Croft staff. I would like people of Alston to have the same Alston care for future.

Further comments: Convert the hospital to a care home. Flatten Griesdale Croft and make it a carpark with a Community Garden. Alston desperately needs more town centre parking.

Response ID: ANON-5Z7C-2A8B-P

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5: Provide alternative accommodation for residents of Griesdale Croft in a suitable building in the local area

Reason for preference: I'd like to see a care home for at least 12-13 residents. There is clearly a demand for this in the area, as there's a large number of older incomers into the area, myself included. Where are we supposed to go when we can no longer look after ourselves? I think the location of the existing Griesdale Croft is a bit difficult, but at least it's in walking distance of the centre of Alston for residents who still have their mobility. But a newly built place somewhere in Alston Moor would be ideal.

I personally know of one elderly person from Slaggyford who had to go into hospital, and was then discharged to a care home miles away in Maryport, because the hospital in Carlisle didn't seem to know there was a home any closer to Slaggyford. How often does this happen? Is this the reason there's only 3 residents living in Griesdale now? Surely all hospitals in the area should know what care homes there are in the whole area so people don't have to be sent so far away.

Response ID: ANON-4K9P-5V8J-N

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5: Provide alternative accommodation for residents of Griesdale Croft in a suitable building in the local area

Reason for preference: Option five is only a choice but only IF the alternative is within the town of Alston itself - the local area could be anywhere and that does not help the citizens of Alston. It has to be within the town

if you were forward thinking people you might think of somehow combining it with our wonderful cottage hospital and having a care home a nursing home and convalescent care where you could make use of the beds of the hospital within the town and that would be wonderful however I suspect you've already got an eye on some cheap property way in the wilderness somewhere. Given the lack of interest of local government in keeping Alston as a strong community within Cumbria I worry that you will choose the most expedient cheap solution which does not serve the population of Alston Moor.

in summary it has to be within the boundaries of the town of Alston to serve the community.

Further comments: I would make use of the cottage hospital as a set of convalescent beds or for more serious cases and work with a new care facility -so you have a type of continuing care. That's a

little ambitious, but I think that's what's needed.

Response ID: ANON-4E5X-6Z4K-N

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Because Alston is so isolated an alternative accommodation must be provided in Alston itself being central to the Moor

Response ID: BHLF-5T6S-2C2E-X

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Further comments: Think it shud be in Alston as its allways been for alot of years accomodating people in a place they know

Response ID: BHLF-2M7C-2D3N-G

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: We have a large aged and ageing population, a poor bus service to other communities. We need to know that we can get care here.

Response ID: BHLF-9B9P-5W2S-N

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: We are an isolated community with minimal transport facilities so has to be a building in Alston

Further comments: Use Alston Cottage Hospital. This will also give room for the two beds patient recovery from main hospitals promises when Cottage Hospital was closed.

Response ID: ANON-9B9P-5W2F-8

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: The hospital is still closed but cleaners clean every day and the heating is still on? I believe the cottage hospital would make for a good care home and respite for families caring for their relatives.

Response ID: BHLF-7N5T-3G9E-6

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I am in my seventies and my wife is disabled, we would find it difficult and inconvenient to travel away from Alston for these services. In 2013 my mother in law came to live with us from her sheltered flat in Leeds. After an illness and a stay in hospital in Carlisle she convalesced in the cottage hospital adjacent to the doctors surgery. This was very helpful and convenient for visiting and my wife could also visit.

Further comments: Would it not be possible to modernise and refurbish the rooms in the cottage hospital, joining onto the doctors surgery. This was previously used for "intermediate" and "step down" care before funding was withdrawn and the hospital was closed. Also in front of the building there was a green area which could possibly be purchased and used for additional car parking?

Response ID: ANON-5M2N-5X3R-M

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I strongly feel that the Ruth Lancaster James Hospital in Alston would be an ideal place for a care home facility. The rooms are already a good size and would be the cheapest option to bring up to standard. It has plenty of potential for extension and parking if needed. Grisedale Croft could be sold privately to investors and the money used towards the cost of purchasing OR leasing the hospital and grounds. This would not include moving the GP Surgery.

The other possible area I feel could be the purchase of the Old Wrights Bus Garage in Nenthead. I know it is still used for the parking of what busses they have left but I feel this may not be the case for any long length of time. The area is flat and would have space for a smaller Home with ample parking if Planning allowed. Another option would be the old Primary School in Alston although this will now have fallen into substantial disrepair and would now be too costly to refurbish.

I feel very strongly that the option of alternative accommodation in the Local area should mean the Alston Moor area and NOT outside of it.

I know first hand that Grisedale Croft itself would cost far too much to refurbish to standards. I worked there for 15 years and saw the previous consultations about rebuilding or replacing it. The money at the time that was wasted and then plans never got off the ground was shocking. I sincerely hope this time that the Local people are taken notice of and action is taken to continue to provide Very Good Care for the elderly on the Moor.

Response ID: ANON-5V8Z-9K4Q-6

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Alternative accommodation in a suitable building must be in Alston itself, so it is accessible to everyone as public transport out of Alston is very poor and not everybody drives especially when getting older or in poor winter conditions.

Response ID: ANON-5Z7C-2A7X-B

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: The Alston hospital would be an ideal location to re-open the original rooms to house the care home in.

Response ID: BHLF-3P4U-3P2M-E

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Further comments: In Alston only.

Response ID: BHLF-3P4U-3P2P-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Use the now empty/unused wards + some communal rooms - adapting/partitioning large rooms/wards into bedrooms for guests/patients of the Cottage Hospital situated right next door to the local surgery in Alston. This facility/building is at present WASTED. It is ideally situated with medical staff nearby and medical equipment easily enhanced/used for the new care home. Also, there are grounds for residents to enjoy.

Further comments: Less disruption to residents of Grisedale Croft. Less wasted time. Use the existing G. Croft building a community space for young people and even establish an apprenticeship or work experience scheme, with (voluntary?) experienced supervisors to allow young people to "own" (+ therefore respect) the building through their own Building Skills (accredited)

Response ID: BHLF-9Y5X-6P8T-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Our experience of having family in Grisedale Croft has been excellent. My husband's grandmother stayed there for several years until she died aged over 100 years. The care she received was wonderful. My mother went with Grisedale Croft to give myself and my husband a break, this was very much appreciated and my mother enjoyed her stay. It would be a very sad day if Grisedale Croft was to close, how would people travel to see relatives? We have very little public transport, for people like me who don't drive it would be impossible.

Further comments: Make alternative accommodation in Alston!!

Response ID: BHLF-2Z7D-4K4X-J

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Further comments: Make use of Alston Cottage hospital. Demolish Grisedale Croft and make a car park, short stay.

Response ID: BHLF-3R3R-8Z7J-W

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I feel option 5 is the best as long as it has Alston instead of local area. This is very important to have a care home for people to be able to go to when the time comes. As we have lost the Cottage Hospital, it is essential to have a place for people to go to for some respite or longer care. Do not disappoint Alston Moor again!

Further comments: If op 5 is not possible. Op 2 is a must even if it was fewer beds. There is a purpose built building so you have the skeleton to work with which would be cost effective in the long run. The hospital has gone please please don't let the Grisedale Croft go as well.

Response ID: BHLF-3F8Z-9V3S-Z

Respondent category: A member of staff currently working at Grisedale Croft

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I feel as Alston is remote, we need some alternative provision so service users can remain local and close to their family.

Response ID: BHLF-5Z7C-2A4X-8

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Could the old primary school be considered as an alternative building or the hospital old wards be used.

Response ID: BHLF-4E5X-6R3P-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Providing a suitable building in Alston itself (not just in the local area as many families have no way to get to visit them) is absolutely essential.

Re the cost:

I am sure if you contacted local building/plumbers/electricians you may be pleasantly surprised with what they can offer.

Further comments: My mam spent several years in Grisedale croft, she loved her time there knowing friends & family could visit every day. She was very well cared for with attention to her individual needs. She didn't have her own bathroom & I feel it isn't necessary for every resident to have one.

Response ID: BHLF-5J6H-4T7N-A

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: The Alston cottage Hospital was funded fully by public subscription + is not used for some years. It is central to the town/district, on one level, center facilities would probably need to be upgraded.

Further comments: The Alston surgery would remain as it is.

The Care Home to be established to the south but all is integral.

The hospital is central to the district, within a level radius.

Response ID: BHLF-7U8Y-2B6F-D

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: One does not always have an option to stay in Alston. My (deceased) partner needed respite care after leaving hospital and told he could not go to Grisedale, so went first to Carlisle and then to Brampton. I hope when, and if, I need to move, it would be care in Alston

Further comments: Would the old Primary School (or part of) be a possible new location? Easy to find, easy access, plenty of parking, etc

Response ID: BHLF-7N5T-3G6W-N

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: It is imperative that a care home remains on Alston Moor, for obvious reasons. which should not need to be spelt out!

Further comments: The cottage hospital would be a perfect place!

Response ID: BHLF-7H7D-9J4W-8

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I prefer an option of alternative accommodation in a suitable building in the local area as there are such buildings for example Alston Primary or the Cottage Hospital which is not being used for its full potential and could be adopted to a suitable standard at a cost much less than a refurbishment of the present Grisedale building.

Further comments: In closing Grisedale care home the council and relevant authorities are letting alston moor inhabitants down and putting people in a unenviable position of having vulnerable and elderly people being sent far away from family and friends and with spasmodic transport not be able to have the love and support they require.

Response ID: BHLF-2C5X-6T5Z-U

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I do not have a personal interest in Grisedale Croft, but I know from experience that familiarity is important to older people, particularly those with dementia. As also are frequent visits by relatives and friends. Many older people in the area do not drive, or have given up driving, and as public transport here is poor, the home would need to be easy to reach to enable this contact. Many people have lived here for most of their lives, and to move them to a strange area would be detrimental to their recovery/further life prospects.

Response ID: BHLF-7A9M-8U4J-9

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Further comments: Why cant you transfer to Alston Cottage Hospital

Response ID: BHLF-4Q9M-8M3D-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Grisedale Croft provides an integral and essential service to Alston Moor, especially considering the remote location of this area.

It gives our elderly care and support and the comfort of still being part of the community, near to family and friends, in a place they are familiar with. Loosing this facility would have a heavy impact on individual and social wellbeing, in a community already struggling with keeping and maintaining crucial local services.

Having a care home on Alston Moor is vital. Finding a solution must involve the least disruption, or displacement of residents as possible.

Further comments: I suggest that one of the obvious solutions would be making use of the Ruth Lancaster Hospital, which has the field + bungelows, as well as rooms that are larger than Grisedale and is attached to the surgery. After fighting + failing to keep this hospital open, this would at least give this wasted community asset a new purpose and potentially save further distress to our residents. Also, it might be more cost effective. If this is a possible opportunity. I urge you to look at it. The original Grisedale Croft might be converted into much needed flats that are affordable to local people.

Response ID: BHLF-8V4U-3S4J-U

Respondent category: Other (please state) A relative of a potential resident of Grisedale Croft

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: My grandmother was a happy resident of Grisedale Croft, and well looked after by the staff. She benefitted from visits from those who lived close by in Alston, and felt part of the community still.

My mother is 90 and is alarmed that at a time when she may need to move in, the facility might be taken away. Her hope would be to remain in Alston. If option 5 is to be pursued, provision in the meantime need to be provided in Alston, preferably in Alston.

Further comments: A modern facility would be an improvement of services for Alston residents, however, provision for only 4 people seems to be a short-sighted measure for an aging population. A longer facility would enable for short-term care, respite care, a stepping stone from a spell in hospital, as well as a facility for longer term residents. A staged refurbishment of Grisedale Croft could be a better solution to maintain the space, car parking and the gardens, without purchasing another property.

Response ID: BHLF-2T6H-4E7F-T

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: A close friend was admitted to Grisedale Croft when he suddenly became very unwell and unable to look after himself. His only family live in the South of England - so he had been supported by local friends and neighbours. Being in Grisedale Croft in the middle of our local communities meant we were able to visit regularly and even take him out for short visits. Essential to his quality of life. He continued to live there for some time until he was admitted to hospital with further health issues. What would have happened in this scenario with no care home?!!!

Further comments: In option 5 - Providing an alternative within the local area - it seems to myself and my husband and many friends we have discussed this with - the answer is obvious! We have an unused small cottage hospital which surely ticks all the boxes. It is already maintained, heated and parts of it are in use. It is connected to the medical practice, which has to be a big plus! Sharing of facilities will be possible, as well as its central location being perfect. Most of the hospital was refurbished not long before its closure - so surely it would cost less to be adapted to care home use.

Response ID: ANON-4Q9M-8F6D-3

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I support the council's preferred option, but, I have in the back of my mind a level of distrust. I have had assurances that the new site will be identified, acquired, (re)built and commissioned ready for occupation BEFORE the existing service/building is closed down. This is essential. Not only from the current users perspective, but also in context of future budgetary pressures. WE NEED THIS PROVISION. Do not allow the undoubtedly difficult and costly process to

obliterate the original motivation and need.

Response ID: ANON-6K9M-8H2A-T

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: There is no obvious alternative accommodation in Alston but there are building plots where a new modern care home could be built. BUILD a new home first then move the Grisedale residents across and sell the Grisedale site to recoup some of the costs.

Response ID: ANON-4G7D-9Y5S-G

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: There is no obvious building on Alston Moor that meets the requirements laid out in the consultation.

Call me cynical, but every public consultation I have been involved in/ know about during my 54-years has ignored what the public voted for.

What happens when the preferred option of the cabinet is supported by the community and then there is no suitable building identified to replace Grisedale Croft? Will the response be, 'well, we did what the community wanted' as adult social care walks away and leaves the community with no provision?

Be upfront now. What building/s have been identified that might suit the needs of residents? You should give the community options before you ask them to support you in this option. What building might be adapted/ refurbished/ converted? Within what frame?

Should such a building be found for adaptation, residents should stay at Grisedale while this happens and not be moved away never to return?

Further comments: Should the community vote for Option 1 what is the timeframe for closing Grisedale? Should option 2 or 3 be preferred, where will residents be moved to in the interim?

On p. 5 of the consultation document staff recruitment is identified as an issue regarding Grisedale's lack of occupancy? How are you to address staff recruitment for your new vision? How can you guarantee a new home will be able to recruit staff? This is especially pertinent as you will need to recruit staff with a range of specialisms given the range of services it is to provide. Where are low-paid care workers going to live in Alston?

Few people choose to move into a care home. While the vision of care at home is laudable it is undermined by a lack of available staff locally currently and the fact that most people move to a care home because they have no choice, because they can no longer be cared for in their homes by their family or professional carers. This will always be the case.

With the ageing population of Alston a minimum 4-bed unit is likely to leave a shortfall of provision for the community in the future. What happens when the new care home provision cannot meet local demand? Will the council find another building to provide more beds to meet demand? Could Grisedale Croft - after residents have been moved to their new local care home - be refurbished to provide accommodation for key workers?

Response ID: ANON-8N2N-7B8M-4

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I agree with the council's preferred option, however it has been offered up with caveats - understandably - regarding financial viability. If no suitable premises can be found, or if this option ends up being financially unviable - which it may well do - then the next-best-choice must be to refurbish the existing building.

Further comments: Given Alston's location, it is absolutely imperative that some form of residential care is maintained locally. This means that if the preferred option is not financially viable, the next preferred option MUST be to refurbish or rebuild Grisedale.

Response ID: ANON-9R7C-2Q3M-8

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: The 'local area' needs to be Alston town to enable local visitors many of whom don't drive and there is little public transport. Interaction with local community and school is important to rural locations like Alston for the wellbeing of all ages. My mother was in Grisedale in 2025. It was very difficult to get her in despite her being mobile and not suffering from dementia. She did not want to have carers at home at 93. She wanted company, rest and to be able to get help when she needed it. She had lived in Alston for 20 years and all her friends were here yet she had to wait months in hospital and at a care home both an hour away before coming back to Alston. Grisedale cost her £1000 a week and still it was basic.

There is not adequate support for the elderly frail at home. People often need round the clock care, not 10 minute visits. They cannot manage at home and it is distressing for them. They do not want to be unpaid carers for their husbands/wives, they want to be looked after as elders of the community deserve.

Further comments: Whilst living in Alston for 30 years the council has taken most services away and now the residents suffer from a lack of transport and medical support. Sometimes a profit cannot be made out of every service.

Response ID: ANON-8N2N-7B8N-5

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Demand varies. Evidence of people being 'turned away' from Grisedale Croft in the past. Any new home has to be able to meet all current and future demands on Alston Moor. It needs to have the ability to expand should demand dictate.

Further comments: Consultation is hard to find, and convoluted. Provision for elderly, disabled and emergency care exists and works well in other counties and indeed other countries. I am ashamed that services are so poor in Cumbria and particularly in neglected places like Alston which is remarkably resilient despite being undervalued and subject to the same old excuses over decades. Cumbria and Alston Moor in particular are no longer good places to spend one's retirement.

Response ID: ANON-2Z7D-4K2Z-J

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I have lived in Alston all my life. Growing up in Alston, there was always a really strong sense of community, supporting each other, young and old. I have very fond memories of our class at school visiting Grisedale Croft residents for special occasions like Easter and Christmas, we were all part of a school choir that went to sing to the residents, we used to make gifts and drawings and take them on our visits. As a teenager, me and my friends would wave at the Grisedale residents as they sat in the big window at the front of the building or we would go and sit with them in the garden. When my own children were little, they carried on this tradition, easter egg hunts in the grounds of Grisedale or sharing an afternoon tea with the residents

I am now in my 40s looking after my mum who has recently been diagnosed with Alzheimers. Alston has many positives, arguably the most important is our sense of community and when things go wrong we all pull together, whether that be from the threat of losing our ambulance and our hospital beds or when a friend or loved one becomes ill. My mum always says that there's nothing better than going shopping on a Saturday morning in Alston, you bump into people you haven't seen for a while and you can catch up on the local news and touch base with friends. We are told that engaging in social and community activity is vital for our health and wellbeing; talking to friends and family releases feel-good chemicals, it keeps your mind active, creates feelings of belonging, it protects the brain and builds cognitive reserve.

When my mum received her diagnosis from the memory clinic, she wasn't just prescribed medication, the consultant said that the most important thing that she needed to do was to stay socially active, building this cognitive reserve to help her brain cope with the disease.

I know that there is no secure facility in Alston and that Grisedale assesses people with dementia based on whether they can live within a shared facility. However, whatever the future of our care looks

like in Alston Moor, it needs to stay in Alston. We are one of the most rurally isolated places in Cumbria with a very limited almost no existent public transport system, and the potential for inaccessible roads during the winter months. We are far away from any other form of health provision.

For our older people to thrive we need to make sure that they are supported and cared for locally, in the centre of Alston, accessible for everyone on Alston Moor. The alternative accommodation must be in Alston itself, as Grisedale is now, so that residents can be visited by family, friends and members of the community.

The thought that some of the older members of our community would have to move away for their care is deeply concerning, breaking their local ties, being away from familiar places and faces, family and friends would only serve to make them even more isolated.

Further comments: Any alternative to Grisedale must be situated in the centre of Alston so that it is accessible to everyone.

Response ID: ANON-8M3R-8R6N-R

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Am not greatly wedded to Grisedale Croft as a building and accept that it is now way out of date for its intended purpose. I have witnessed the dreadful problems this posed when my father was discharged from hospital back to his care home. A dying man had to be heaved off the stretcher into a wheelchair to get him to his room as the lifts did not accomodate the ambulance trolley. Then once in his room the bed had to be pulled away from the wall, pumped up to its highest point to allow one the staff to crawl under to get to the other side to turn etc. Horrendous.

I think there will be a problem finding a 'suitable building' - as there is a bit of a get out of jail card if you aare not able to do so. I think there should be a 6th option to Build from scratch in the event the 'suitable building' is not identified.

The primary school would be a great site - but i gather it has been sold. its a shame its just sitting there

Further comments: 1. I think it is pretty appalling that there are no NHS commissioned beds/services for step down intermediate rehabilitation. We just have to look at covid to determine the impact of social isolation on already weakened health, the lack of advocacy for that patient, and the distress of family members unable to visit as often as they would want. Not a situation that encourages a return to independence and a preservation of mental health. We have a situation where Grisedale Croft is seriously underoccupied and an obvious unmet need.

1a. There is a definite requirement to assess true capacity and demand with an audit of where Alston residents are decanted to when requiring intermediate beds (Cumbria, Northumberland, Newcastle). That data will help determine the actuaal capacity required for Alston and ameliorate the unacceptably high operating costs. Anecdotaly, I have recently heard one family member of a patient admitted to Wansbeck who was forced to accept a patient home - when she clearly needed an intermediate bed. It

didn't end well.

2. The step up beds where access is controlled by the GPs. You have described a situation where the bed days available are significantly underutilised - but it sounds like admission does not happen because the relevant services cannot be provided. Again - I think there needs to be an audit to look at why patients are turned away. Is it a problem with staffing? Narrow criteria? What happens to these people? Do they end up admitted to hospital? Does anything need to be added/revised to create a new primary care service model and better meet the needs of Alston residents.

3. I hope that as part of the planning (new service model/neighbourhood health plan) to wrap around whatever the Grisedale Croft alternative might look like, that planning intimately involves Commissioners, acute services, CNTW, NWS, community services, GP Practice and PCN to create appropriate wraparound care and at the very least commission step down beds with availability for specialist rehab (including mental health) step down beds- plugging in GP, community nursing, frailty nurse, physio, OT, pharmacist, voluntary services.

4. Anecdotally again - I have heard some pretty dire stories about private social care providers contributing to some pretty severe neglect. How can this be improved? Not good enough to commission providers with minimal oversight.

Response ID: ANON-8N2N-7B8X-F

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Grisedale Croft provides essential services in our isolated community. We need to keep some provision on Alston Moor, as frequent travelling to Carlisle to visit family or friends is not viable, nor is it equitable in comparison to other residents in Westmorland and Furness.

Response ID: ANON-2X8Y-2W3H-Y

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: As one with experience of relatives in similar facilities elsewhere in the country, I totally get your preferred position and support it.

Further comments: What will happen to the Community Garden - it would be a pity to lose it. Also - would it be possible to use the site for social accommodation of one kind or another - something that Alston really needs. The garden could form a part of that

Response ID: ANON-9U5K-4C8B-Y

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Provision could be in the hospital in Alston, which has already undergone significant improvements and would reduce the cost of refurbishment. It would also allow residents to remain in Grisedale while refurbishments take place. It would also lend itself to more streamlined health care. Grisedale could be used then to provide much needed housing.

Response ID: BHLF-9Y5X-6P7X-M

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Having been a position of closing/changing services for health + social care many times, I fully appreciate the dilemma between the council & public.

I have recently moved onto Alston Moor + really appreciated the "local atmosphere + community" it is a thriving environment + supportive of it's residents. Access to other towns are not easy for the elderly & a local NH/residential dwelling is key to this area. I also appreciate & support the need for commonly based support + rehabilitation services, it appears to me that work in partnership is required between town council, GDS, health + social care along with voluntary services such as transport links.

Further comments: The key issue for me is the word "if" in relation to finding a suitable venue for the beds requested at end of life care for people where it is no longer possible to be supported at home. (The ultimate but not always safest option). Surely there could be opportunities on the site of the dentist, health centre + day centre to improve the facilities as a forward thinking, innovative & fit for purpose community health, social care & well being centre from cradle to grave supported by community transport links to enable visitors. BUT IT MUST BE IN ALSTON AREA NOT 'IF'!

Response ID: BHLF-6K9M-8H6Y-P

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Having attended a drop in session on 1-07-26 I had some of my questions answered. It was obvious that an alternative building to Grisedale has been earmarked ~ as long as it is in Alston, can accommodate sufficient residents and perhaps provide a type of assisted accommodation for elderly people who require more independence, then I would support this option. I hadn't realised that Adult Social Care and the NHS weren't linked, as my previous suggestion was to use the hospital as alternative accommodation.

Response ID: BHLF-4E5X-6R8A-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Use the old primary school of town head

Response ID: BHLF-2C5X-6T5V-Q

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: What about the old Alston Primary School.
Cost of refurbishment? The building should comply with regulations as it was a school. Big class rooms

Response ID: BHLF-5X8A-5D8K-2

Respondent category: Other (Parish Councillor - Alston Moor Parish Council)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Ruth Lancaster James Community Hospital is currently operating as an output that and community health hub since the closure of in-patient beds. North Cumbria integrated care NHS Foundation Trust operate the site. Westmorland and Furness Council consult with the NHS on numerous topics. The community hospital is an excellent location to provide integrated care for the residents at Alston Moor. WFC and NHS have the prime opportunity to do something extremely beneficial for Alston Moor and work together to achieve this.

Further comments: Alston Moor is a very remote community within Cumbria. Public Transport is an utter disgrace. WFC and NHS really need to work together to provide residents at Alston Moor with an integrated service that is suitable for the area. No more excuses and prioritising resources elsewhere.

Response ID: ANON-2C5X-6S3C-1

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Alston is a close-knit community and has an ageing population in an isolated, rural setting. Grisedale is at the very centre of that community both literally and culturally. It is accessible to everyone who lives on the Moor and has always been a hub for the area, creating links with the local schools and social groups. In order for these close links to continue, Grisedale must be rebuilt in the middle of Alston.

My mother had a number of good friends who lived at Grisedale and it was hugely comforting for them and for her to be able to drop in regularly to visit with no expensive taxis or reliance on lifts or public transport. These visits brought solace and immeasurable support alongside high quality care provision.

Response ID: ANON-4Q9M-8M8K-K

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: It is essential that you keep residential care local, i.e. within Alston.

Further comments: We have lost so many services that were provided over the 40 years since we arrived on Alston Moor. There have been broken promises such as the guaranteed step-down beds. It is time that the Council paid more attention to our isolated population and continue to provide it with local services for residential care in our older age.

Response ID: ANON-7U8Y-2V3Y-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: This option cannot be considered viable unless another building is found FIRST. The wording of this option choice contains rather dishonest terms like "IF an alternative property can be found". Not good enough on its own.

Response ID: ANON-9R7C-2Q7F-5

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: It would be great to use one of the unused buildings. It would mean that current residents would hopefully not have to have their care interrupted and could stay at Grisedale Croft until the refurbished new location would be available.

Response ID: ANON-6G7V-7D7U-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I presume you are investigating the possibility of using the community hospital building next to the surgery. Yes it's old, but it's solid, in good repair and eminently adaptable and with good parking.

Response ID: ANON-4K9P-5W3M-M

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Providing alternative accommodation makes most sense, as it allows a new home to be prepared in a timely manner. When completed the residents can be moved to the new site, with the minimum of disruption.

Further comments: Although option 5 is clearly a sensible way forward - the problem will be finding a suitable site and at a price that is affordable.

Response ID: ANON-9B9P-5Z7N-R

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: I understand and agree with the council's reasons for this selection

Further comments: I am a 65 years of age and moved to Alston 15 years ago. My husband and I are in good health but often discuss what are future existence on Alston Moor could be like.

Are we going to have to move closer to Penrith or Carlisle just so as we have public transport and access to health facilities?

Technology may enable people to stay in their own homes for longer and receive monitoring and care. A local "hub" must surely be key to this provision for the care givers and also to allow social contact with the elderly person at home. I am thinking of day care provision here and temporary "Convalescent Care" for post operation patients and respite accommodation.

Successive national Governments have pushed the Social Care question around for many years. A clear cost effective policy needs to be formulated that works in urban and rural settings.

Response ID: ANON-4Q9M-8M9G-G

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Grisedale Croft or the new equivalent without a shadow of a doubt remain in Alston, we are aging community and families should not be torn apart from moving the residents from the moor. I am born and bred in Alston, and sadly lost my dad last year, the care and dignity he was giving in the last few months of his life was faultless, I could get in to see him 2/3 times a day, and was with him in the last few hours of his life, and held his hand while he took his last breath that time would not of happened if there was no care home on the moor, and that is why it should remain on the moor. No debate no talk of closure no talk of moving it off the moor should never of happened.

Further comments: Keep a care home on the moor

Response ID: BHLF-7A9M-8U6Q-J

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Option 5 has worrying caveats eg "a suitable building, in the local area if one could be found" despite indicating its the Councils preferred option.

1 the building must be actually in Alston

2 it should be big enough to accommodate varied requirements

3 Its availability should be well advertised as of course noone will use the home if they dont know about it.

4 There should still be the 2 NHS beds.

Where is the care and humanity in all this process? Where is the imagination and creativity in how to spend our money?

Further comments: In the Councils vision for Adult Social Care, Page 3 the list plainly shows that a minimum 4 bed facility would be inadequate. There are different care requirements and staff should be trained to manage these. We lag way behind other countries in staff qualification requirements. So..... an opportunity to make our care home a centre for care excellence by more specific training for staff to make them feel proud, attract more carers make families happy to use it and become a centre setting an example for one way to cope with very varied community care needs locally. It could be used as a training centre for people looking for work in the sector or to show good practice working.

Response ID: BHLF-8M3R-8P7S-V

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: IT MUST BE IN ALSTON.

Can organisations not work together!

Surely the hospital building is in an ideal position and has the life memories associated with it!

Further comments: It make me sad to think that because we live in an isolated rural area, as people reach the age of needing a care home - they are to lose any dignity and life memories by being sent away to live in strange surroundings among strangers with few visits because of difficulty (and cost to visitors). Please consider the fears and feelings of all who are involved in this discussion !!

Response ID: BHLF-2T6H-4E2A-G

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: The care home must be in the middle of Alston itself where it is easy for people to visit not stuck somewhere where it is difficult for people to pop in. We need a care home in Alston. Sending people to places like Maryport in West Cumbria where its difficult to visit does the patient no good at all as people need the stimulation of other people.

Response ID: ANON-6F4U-3E9W-D

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Option 1 is not feasible. Grisedale Croft would likely be condemned in the future, leaving Alston Moor residents with no local care option.

Option 2 would be the second best option, in my view. It is possible that a refurb could be carried out at a much lesser cost than the council suggests. The Building and infrastructure are there; it just needs modernising. Grisedale Croft residents could perhaps be moved to the hospital while work is carried out.

Option 3 is terrible and would be prohibitively expensive.

Option 4 is unthinkable. It would leave residents of the Moor without a local care option and they would be forced to leave the Moor. Their visitors would have long journeys and many would not be able to visit due to transport difficulties and time.

Further comments: Local care must remain an option for residents of Alston Moor. Alston is the town serving communities on Alston Moor; therefore, 'local' must mean Alston itself.

Alston Moor is a remote community, with poor public transport and severe winter weather. This decision impacts every single resident of Alston Moor; we all have elderly family and friends on the Moor; we all have the potential to become elderly or unwell and require care. It is unthinkable that people who are attached to this unique and tight-knit community should be forced to leave the Moor and enter a soulless care home elsewhere, surrounded by strangers, or that their relatives and friends should find themselves embarking on long journeys to visit someone in a care home off the Moor.

Some people would be unable to visit their loved ones due to poor public transport, cost of travel or time constraints. In winter there would be periods when people would be unable to see their loved ones at all. People of the community should not be sent off the Moor to live out their final days; this is completely unacceptable and we deserve better for the taxes that we pay.

We are a community and wish to remain that way; and that means caring for the sick and elderly close to home, in familiar surroundings, cared for by local people who actually care and know them. One day my elderly neighbours may need to go into a home; we are all getting older and may need to go into a

home ourselves. Having a local care home is a vital community asset.

Response ID: ANON-5M2N-5J8A-T

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: It is difficult for a person who has not visited Grisedale to make a decision other than rely on the honesty of the information provided. The promises made to Alston Moor has a poor track record in that respect, hospital closure and local ambulance etc. Support for this option is qualified by it being withdrawn if all of the stated promises are not adhered to. Eg facility to be in Alston, number of beds to be in addition to those previously promised on closure of hospital. Allow for release of Cumberland Infirmary and other hospital beds, by providing beds for those not fully able to return home.

Further comments: Any new accommodation will need to provide for the 2 beds agreed would be provided when the hospital closed. In addition the future number of beds provided should not be based on current low numbers, but on a proper evaluation of the potential needs of the ageing Alston Moor population. A serious review of refurbishment and utilising unused hospital facilities, where on site NHS staff must be an advantage, should be undertaken.

Response ID: ANON-3R3R-8R8T-Z

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Please note the online response forces you to choose one of the five options. I do not find any of the options wholly acceptable. I have selected option 5 as it *may be* the least worst option. "May be" on the basis that "... a suitable building in the local area" could include new build. Any mention of new build being conspicuous by its absence.

As for the options provided:

- 1) Simply not acceptable. As the council acknowledge providing care in Alston is the only real solution mainly due to Alston's remote location and lack of public transport. Without local care people will be ripped from the community, friends and family in their final period of life.
- 2) and 3) Given the choice of living in or next to a building site for a period of time or being ripped from the community, my friends and my family. A little bit of dust and noise is by far the better option. I speak from experience, we gutted our house right back to bare walls and a roof whilst still living there.
- 4) See 1)

5) What "suitable building"? I can't think of any pre-existing buildings that are suitable and that wouldn't cost as much if not more than options 2) or 3).

Which really only leaves the option: Find the land and build a new modern, fit for purpose and future care home for Alston. The current residents remaining in Grisedale Croft during the construction period. Not ideal but still better than living on building site or being sent away from their community, their friends and their family.

Further comments: Do not force people to choose an option, unless there is also a "None of these" option as well. "None of these" could require a written response, to provide more information about why the options are not acceptable and possibly alternative ideas.

I fully support Alston Moor Parish Council's response to this consultation.

On a personal level. We have lived on Alston Moor for 27 years. On the first trip to view the property that became our home, Alston Moor just felt right and was where we wanted to spend the rest of our lives.

14 years ago I was diagnosed with Parkinson's Disease, a progressive neurological disease that slows and makes movement a challenge. There is no cure. There is no treatment that slows, stops or reverses the inevitable decline. Despite that I took the attitude:

"Parkinson's won't stop me, until it does."

As my Parkinson's progresses it is becoming harder to alleviate the symptoms with the previously excellent medications. There will become a time when I will need more assistance than my partner can be asked, or be expected, to provide. I shall have to move into care.

I have no great desire to move into care but have accept that unless something else gets me first I will have little choice. The thought of being forced off Alston Moor simply because here is no care home here fills me dread and quite frankly destroys the "Parkinson's won't stop me, until it does" attitude that has got me this far.

"You die WITH Parkinson's, not OF Parkinson's."

Having Parkinson's is not a death sentence. Being sent off Alston Moor into a care home miles away from my home, my family, my friends and just the community of Alston Moor feels very much like one.

Response ID: BHLF-8V4U-3A3U-K

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: we need to keep it Alston!!!

Response ID: BHLF-7N5T-3C7Y-M

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Myself and my husband, Peter Iticken, who acts as my carer, really believe that Alston needs a residential care facility. It is so far away from other towns, residential homes & the terrain often makes travelling difficult & sometimes impossible. We have lived in Garrigill, and then Alston for 41 yrs now, and regard it as our home. While we wish to stay together in our own home for as long as possible, we need to feel that a residential home is there if we eventually need it.

Further comments: When we first moved to our bungalow in 2018, a neighbour walked into Alston to see his mother in Grisedale Croft every single day. I thought it was wonderful.

Alston seems to have lost so much in the last few years. Please do not let our old folks' home be the next thing to go. We need it. A smaller, more modern building would be ideal.

Response ID: BHLF-7Y2G-9F2Z-M

Respondent category: A member of the public (Outside Westmorland and Furness)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: My aunt [REDACTED] has been in Grisedale Croft for 2 1/2 weeks. She was very ill and died [REDACTED] at Grisedale. Previously she was sent to Maryport from Carlisle Hospital. Obviously this was so far away visiting was impossible from Alston, or where I live in Shotley Bridge. It is imperative that Alston is in need of Grisedale or similar, so residents can be cared for when needed. Family should be able to see their loved ones, without having to travel miles away. The care given in Grisedale was second to none. Staff were exceptional.

Further comments: What about using the Cottage Hospital that was closed a few years ago? Really in my opinion that should have remained open! Or using this venue temporarily until a main building is completed.

Response ID: ANON-4K9P-5W7V-1

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: The empty hospital could be suitably refurbished and then made available, this would not disrupt Grisedale Croft residents

Response ID: ANON-9R7C-2Q5S-G

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: Alston needs some residential care option

Response ID: ANON-9P8A-5M9N-B

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 5 (the council's preferred option): Provide alternative accommodation for residents of Grisedale Croft in a suitable building in the local area

Reason for preference: This is my choice. However, if the councils decision is to refurbish/rebuild Grisedale, then residents must be kept in Alston

I read the question ref using the (unused) cottage hospital on Church Road - but disagree .. it's perfect It has all the equipment .. it's literally ready to move in to and would make wonderful use of a waste of a building.

You took our hospital .. and our ambulance, don't take this too.

I have an elderly parent on the moor who is quite looking forward to spending their last years happily in Grisedale .. along with their friends .. in the town they've spent all their lives in.

NO OPTION SELECTED OR MULTIPLE OPTIONS INDICATED

Response ID: BHLF-6E5T-3C2A-D

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2 and Option 5

Further comments: Option 2: Grisedale Croft should be refurbished along with the adjoining flats. Also the Hospital should be used for the current patients in the home while refurbishment takes place.

Option 5: Only as an alternative.

Response ID: BHLF-9W6H-4S7W-3

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2, 3 and 5

Reason for preference: I feel the consultation is directing people towards the "alternative provision" option but the if is a huge red flag! The residents who know the town well are well aware that the current GC building lacks "en suite" provision and that the proposed provision (4 bed minimum) would be wholly inadequate! Therefore, this consultation appears to an inevitable closure!

What is needed is for residents who find themselves in need of elderly care provision are not sent to other areas (eg Workington). Hospitalisation and subsequent care "pathways" should ensure that people are cared for in their own localities! What about an option to "rebuild on an alternative location".

Further comments: I feel frustrated by this consultation! The local healthcare provision decline began with the closure of the local hospital, a reduction in services etc.

I think you should explore the following option and investment in Alston! reopening Alston hospital to provide a "healthcare hub" (medical/elderly care) rebuilding a brand new provision (possibly on the field in front of the hospital) - to include the re-opening of the hospital. it is well recognised that elderly people do better and benefit from remaining in their own locality, with regular visitors and continuity and familiarity. Our local elderly residents deserve this!

Response ID: BHLF-6F4U-3A4B-F

Respondent category: Other (please state) "Member of public - live in Northumberland but on boundary of Westmorland. My doctor is in Alston nearer than Hexham and Allerdale. Alston Practise is excellent"

Preferred option: [No preference indicated]

Reason for preference: Option 6: Seek informed views from the community to advise strategy

Option 7: Sell Grisedale - use money to extend Alston hospital. Work with NHS. Please think "out of the box!"

In correspondence with Chief Executive Officer Lyn Simpson (RNN) Northumbria Integrated Care NHS FT dated 12 October 2023, 10.29, Ms Simpson stated: "we are developing a five year strategy for the Trust and a key priority will be to maximise the use of our community hospitals. In the past there were proposals from Alston Community through the League of Friends, and our heathland social care partners to use the hospital space for a range of wellbeing activities."

I would be helpful to find out data from this announced development which was stalled due to Covid. This enquiry from myself (04 October 2023 10.31) was an attempt to find out what the problem was with regard to the use of the spare capacity of our cottage hospital.

1. With reference to the issue of "boundary limitations" - ie an ambulance unable to cross a geographical boundary, this issue was raised by MP Joe Morris on February 11 2025, (Hansard Tuesday 11 Feb 2025 Volume 7623 No 91 Page165 ref T2), the Minister for Secondary Care (Karen Smyth) stated "I understand some of the rural challenges,. It is a matter for local integrated care boards on how they organise ambulance services. There are many problems that we want to resolve ... " This awareness at Ministerial level of rural challenges for service delivery would be helpful if pursued by Westmorland and Furness Council.
2. Clarity of funding distribution by Westmorland and Furness Council. ie what proportion of council tax is "ring-fenced" for residential care services, and is the contribution by the NHS to support the delivery of the services.
3. Clarity of use and possibility of Westmorland and Furness Council's allocated budget for care being able to be allocated to a NHS service. E.G. 2 beds unused in the cottage hospital in Alston could be staffed by Social Services money.
4. The use of the unused beds in the Ruth Lancaster James Cottage Hospital (Alston)_be sought in conjunction with the surgery.
5. Sell the existing Grisedale Croft Care Home, and using the money raised to extend the Ruth Lancaster James Cottage Hospital care services.
6. Work to address "border issues" and work closely with NHS. Use the educational model of joint education and social services provision.

Response ID: BHLF-3R3R-8Z2T-2

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2 and Option 5

Reason for preference: Grisedale Croft is a vital resource for the Alston community. I would ask that the decision regarding its future takes into account its extreme rural location. Consider also decisions made within current budgetary cutbacks may be inadvisable in the long term. Taking into account human + social needs for residents + their families moving residential care from Alston would be cruel + would slewy basic human needs

Further comments: Possible plan for use of local trades people on Alston Moor.

*It is important to action 'joined up' thinking with NHS + adult social care so that the level of feel going forward is based on accurate data + is formal looking.

Whilst the community appreciate the consultation, it must not be a tick box exercise that results in lack of trust + provision.

Response ID: BHLF-3P4U-3T9R-X

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: No preference indicated

Reason for preference: i didnt tick any of the boxes, We'd love to retain our care home and [REDACTED] says she has a place for me there! However it seems that the Council has a £50 million amount to save and it may be another blow to Alstons social provision, Its great that Grisedale is next to a community garden and I used to visit my ex neighbour there and other people who were ending their life in the 2 allocated hospital beds. It was such a big blow when we lost our Ruth Lancaster cottage hospital and then our minor injuries unit and our ambulance provision.

Further comments: Ideally most Alston residents would a new care home together with sheltered housing built on the field next to the surgery and hospital to have proper integrated care in one place. Its so sad that relatives and friends now have to travel if they are able, as far as Carlisle to visit dying. Surely we can do better than that! Its not cheap but in the long term we must rebuild community cohesion. So integrate social care with NHS and reverse the cuts.

Response ID: BHLF-6K9M-8G8T-J

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2 and Option 5

Reason for preference: The sensible solution would be to use Alston Hospital if you could work with the NHS. It would be a ideal option or Refurbish Grisedale Croft if you fine you cant work with the NHS.

Further comments: To split up elderly couples take them away from their families and community moving 20 - 30 miles away or more is not a option its cruel

Response ID: ANON-5G3F-6M5Z-7

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: [No preference indicated]

Reason for preference: I have selected option 5 only because the survey wont allow me to complete without choosing an option. I don't have a preference as to how you achieve it, but believe it is essential to have residential care in Alston.

Further comments: Current residents should be allowed to remain in Grisedale Croft until you have provided the upgraded facilities you say are required. As I am late to submit this survey I feel everything has already been said but wanted to add my voice to the need to keep residential care within Alston.

My own Grandmother spent the last ten years of her life in Grisedale Croft receiving excellent care but I believe the fact her daughter who visited nearly everyday,(and who couldn't drive), grandchildren , great grandchildren and many friends who lived in Alston could visit easily contributed greatly to her happiness and quality of life. Everyone deserves this in their later years.

Response ID: BHLF-3S2N-5J2A-R

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2 and Option 5

Further comments: Reopen Altson Hospital + connect with the Drs if is needed + for our future generations + who is going to care for the carers + the unpaid carers who will need this facility when they live near their homes.

Response ID: ANON-2J4E-7J9B-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: No preference indicated

Reason for preference: None of the above as without properly costed options it is impossible to clearly assess the alternatives. It seems sensible to retain the current site which is conveniently located. The lack of an identified alternative site makes it difficult to consider seriously, your stated aim is for a modern building that does not have high maintenance costs, I cannot think where this is as your suggested options are older buildings requiring at least as much renovation as Grisedale Croft.

Further comments: I do not think a 4 bed unit is adequate for the community. Should there not always be at least one room vacant to cater for new residents. I can envisage a scenario where in a year or two you will come back to the community to state that it is too expensive to employ staff to look after 3 people and the facility 'sadly' will have to close. This happened to Alston Cottage Hospital when the number of beds were reduced so it was no longer viable. There is also the commitment to provide 2 hospital beds, I understand the documentation for this has been found, so there should be at least provision for 6 beds and ideally more. It would be helpful to have costings for the minimum number of residents that would make a unit viable.

The flats at Grisedale are larger rooms, and are currently lying vacant so if space is the issue why has this relatively modern building not been considered seriously. Any move will require negotiations with the owners and should not be any more challenging than dealing with the private sector.

While I accept that ideally it is helpful to have all round access to beds in practice this does not happen in many residential care settings, and as many of the residents will require assistance to manage their personal care a shared bathroom with room for wheelchair access would be perfectly adequate for many. New purpose build may be the only way to provide the perfect room.

As the trend is to stay at home for as long as possible the people needing residential care may well be reaching the end of life so it would be a missed opportunity not to consider what the actual needs of potential occupants are and work with the NHS and Eden Housing to establish something that would meet the needs of local people. Quite a few people here have elderly relatives living outside of the area and would like for them to be able to access the home when they become unable to manage. You will have been told of the difficulties over travel and the distress caused when people are re-located to homes many miles away.

Response ID: BHLF-2Z7D-4B2B-H

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Option 2 and Option 3

Reason for preference: This submission replicates layout elements of, and should be read in conjunction with, the consultation survey document accompanying.

1 Which of these five options for the future of Grisedale Croft Care Home do you prefer?

Option 1 Do Nothing

- The arguments put forward against the option are unsubstantiated, unevidenced and weak:

I. How does the facility not meet regulatory standards? Then by definition, is it being run illegally? Can the standards be met by changes or modifications? If so, what are these?

II. The building requires 'high levels of capital investment' to stay open. Is this the same as (I.) above? How much capital investment is 'high'? Has it actually been independently and accurately costed? If so, what are the costs?

III. 'Declining demand shows the current model is not fit for future needs'. How is the 'declining demand' arrived at? Does not 'declining demand' conflict with what is happening elsewhere in the country? How is this trend substantiated and over how long? Has a longer term 'demand planning' exercise been carried out?

IV. A 20% overspend against budget has been cited as being forecasted. On the assumed basis that the facility was being managed correctly then, patently, the budget was wrong. What steps were being taken to pro-actively explore increasing income opportunities? Low budgeting is not a rational cost-cutting measure in the case of these operations; active management is the solution.

Option 2 Refurbish Grisedale Croft

- Preferable but, as described later, no preference can be decided conclusively until the final design planned outcomes and proper financial analysis for the facility is properly made clear to the community.

This could be linked-in with Option 1 above.

Option 3 Demolish and rebuild Grisedale Croft

- No preference can be offered until a full analysis of the design planned

outcomes and financials and for the facility is provided. (This is discussed later). The key points made in the consultation document re. this option makes significant assumptions to undermine this option, with no specific supporting facts regarding the final size of the building, the financials – including operating costs - with no provided information regarding capacity, while it dismisses the 'strategic benefit' with no provided evidence. This option should not be dismissed out-of-hand simply based on these subjective assumptions; there is a lot of evidence in governmental areas, (education, judicial, health, military etc), and widely in the commercial world, that suggest this option should be considered. Again, the financials need to be analysed and, until they are, a proper consultation preference cannot be offered.

Option 4 Close Grisedale Croft without providing an alternative in Alston.

- Not acceptable under any circumstances

Option 5 Provide alternative accommodation in a suitable building in the local area, if one could be provided.

- No preference can be offered as there is no supporting specific facts or evidence to advise what the replacement facilities will provide in terms of scope of care, capacity, location, accessibility etc. Again, no design outcome information or financial data or has been provided to support or argue against this option. (Accessibility and transport costs and their impact are discussed later).

2 Provide any additional information to explain your response (optional)

a) As a local taxpayer, I am astounded that this consultation is taking place with such flimsy arguments both for and against the options, based on subjective assumptions, most significantly regarding the design outcomes and the financials for the facility. This is public money being deployed and as such, any project as significant as this and where capex is required, needs to be properly costed and published in detail, The financial and operational risks and outcome benefits need to be analysed diligently and made clear to all stakeholders (including taxpayers) so they can see that the options considered and ultimately be assured that the final decision is being made professionally. Nothing I have yet seen provided by W & F Council provides me with confidence that a decision will be made with the required due diligence; certainly nothing is available to assist the individuals in the community submitting a well-founded option preference.

b) That a care facility is required in Alston is beyond question. The town is one of

the most geographically remote towns in England, road communications are lengthy and therefore costly, and public transport is infrequent. The town is described as 'economically deprived' which it clearly is, with a dearth of quality jobs and the disposal incomes of individuals in the community being comparatively low. Transport costs have a significant impact on the community. Not having a care facility integrated within the community would be inhumane and damaging to both the residents requiring appropriate care support and individuals in the community. This would be because of the inevitable weakened family links due to accessibility and transport cost pressures.

c) I am aware that within the last four years there has been significant capex investment in Grisdale Croft. Presumably therefore that there must have been a strategic plan for its future otherwise that investment would not have been made. Why, after this significant investment, is the future of the facility now being questioned? I must assume that this previous investment will not become a waste of public money.

d) Occupancy rates at Grisdale Croft have been cited as the reason that the specific resident costs are so high. This is clear. If there had been pro-active strategic management at council level in the years leading up to this consultation, then steps could have been taken to improve occupancy by, for example, increasing the pathways to it from NHS facilities and by exploring the demand, (as there most certainly is as evidenced elsewhere in the county and widely in this country), for an increased scope of services that could be provided from Grisdale Croft. This would have resulted in much lower specific resident costs and additional needed support services within the community. This points to a lack of positive and timely intervention by W & F Council.

Quoting specific resident costs in the context of this consultation is not valid, (nor are the comparative costs of outsourcing to commercial concerns). The short-term trend of the care home occupancy levels is not valid evidence for strategic long-term demand planning. Cost-cutting based on short term data results in lack of strategic investment for the future, and higher costs down the line when increased demand inevitably has to be met and results in a consequent waste of public money.

It is recognised across the country that, despite the 'vision' for more home-based support, the demand for care home support is on the increase. Commercial concerns have certainly identified this trend and councils must as well.

Recruitment have been cited as an obstruction to council care home provision. Home-based support also needs staff who arguably work less efficiently and with less engagement than in-house residential care staff; recruitment

difficulties must not be a valid argument against adequate future council care home provision.

Rather than short-term cost-cutting, good management should have been, and going forward must adapt, modify, rebuild, refurbish etc. and use existing resources and facilities at Grisedale Croft more efficiently while meeting the wider needs of the community for the longer term.

e) Against the overwhelming wishes of the community in Alston, the Alston Community Hospital was closed 2018. To mitigate this very significant loss, a compact was made with the community that provided for two 'health beds' to be established and funded at Grisedale Croft. This compact must at the very least be honoured – to do otherwise would be disingenuous to the community, point to dishonesty by the parties involved and would be legally questionable.

f)

g) On the basis that any future plans for the care home must incorporate these two beds, then sufficient additional accommodation for permanent residents of the care home must be provided in adequate numbers; the suggested four bed care home would in fact be just two for permanent residents which is clearly totally inadequate. As discussed above, more beds would provide the opportunity to dilute fixed costs, provide more scope for additional services and satisfy an increasing demand for care home provision.

In conclusion I find the arguments for and against the options suggested in the consultation document astoundingly subjective and lacking any specific evidence-based data. How can the community can be asked to proffer preferred options without proper information, other than ticking a wish list - this is of limited value in the decision-making process. I am certain that the community is not financially naïve and that the financial numbers will clearly be a very significant deciding factor. As a taxpayer I will be expecting to see a detailed analysis of the financials, based on independent qualified evidence gathering, and clear design outcomes for the provision of care in Alston that meet the demands of the community now and in the future. I will also be wanting to see strong pro-active management of the future provision by the council, to lever maximum utilisation out the facility to the benefit of the community. I do not want to see this project becoming a degradation of service provision and a waste of public money as a result of poor decision making.

Response ID: BHLF-3E2G-9Q3G-N

Respondent category: A member of the public (Alston/Alston Moor area resident)

Preferred option: Other - "Option 6"

Reason for preference: Option 6 - Provide a new building with facilities that are mandated by current regulations. It seems unlikely these will be found in an "off the shelf" property for sale. Have sufficient beds to cater for respite care as well as long term residents. Sell Grisedale Croft as a building site and use the money for the new building.

I have lived in Alston since 1988 and in those years I have visited Grisedale Croft regularly. As a Methodist Minister I have conducted worship there and visited many residents often. It has saddened me deeply that many of our elderly inhabitants having lived in this community all their lives have been "shipped out to die!" Alston is a place with a strong community spirit and it is cruel to uproot people just at that stage in life where assistance is required and visitors popping in brighten an elderly person's day.

Further comments: You probably will discount my response as I do not wish to tick any of the 5 options and there was no box marked "other". Since I moved to Alston we have lost many public buildings: the Police Station and Court, the primary school, the hospital and minor injuries clinic - quite apart from Commercial assets like banks. Now is time for some reinvestment in Alston Moor. We need leaders to think "outside the box" so that Adult Social care talk to NHS and other agencies to come up with the best solution including for those who require nursing care.
