

Lancashire County Council has recently been inspected by the Care Quality Commission and has received a rating of Requires Improvement, which means it needs to look at all its adult social care services and have a plan for improvement.

One of the areas we need to consider and review are our council-run adult social care services, some of which are also separately Registered by the Care Quality Commission because of the type of care and support they provide, for example residential care.

These services each have their own CQC rating. For adult social care in Lancashire we have a strategy called Living Better Lives in Lancashire and this focuses on:

- Help people live safely and independently
- Deliver good quality and meet people's needs
- Use public money wisely

In addition to hearing people's views, we will use a clear set of guidelines (called an evaluation framework) to help us consider and review these services.

We will look at:

- How we deliver services that match our overall plan and goals set out in our Living Better Lives in Lancashire strategy
- The quality and safety of services, condition of buildings, and experience of our service users
- If there are sufficient staff and other ways people have options for support nearby
- If the service is affordable and good value for money

Our aim is to continually improve care for individuals, making sure services are safe, suitable and fit for purpose for the future.

Additionally, five of the Older People's Residential Homes and five Older People's Day Services have been highlighted due to being outdated and requiring significant investment to bring to a reasonable standard and ensure they meet CQC standards for Regulated care, particularly with regard to safety and dignity. For transparency, two of these day services have not been open for a number of years.

To ensure people continue to receive safe and high quality care, we are reviewing how care is delivered in these buildings. This process is called re-provision, which means we may change some services and provide care in different ways or locations that better meet people's needs.

Your views are important. We are committed to listening carefully and respectfully to everyone who takes part.

If you would like the questionnaire in a different format, such as large print, easy read or braille you can request using any of the following:

- email [\*\*AdultServicesConsultation@lancashire.gov.uk\*\*](mailto:AdultServicesConsultation@lancashire.gov.uk)
- call Customer services on 0300 123 6701
- write to Business Intelligence, Lancashire County Council, Room A43, County Hall, Preston, PR1 0LD.

All responses must be completed and returned by 5pm 12 December 2025.

All responses will be in confidence. All personal information that you provide to us is managed in accordance with our privacy notice. To view our privacy notice please visit [\*\*www.lancashire.gov.uk/council/transparency/access-to-information/privacy-notice/\*\*](http://www.lancashire.gov.uk/council/transparency/access-to-information/privacy-notice/) where you can find out about how we process your information.

Please read the instructions to each question carefully before answering. If there are any questions that you do not want to answer then please choose the 'prefer not to say' option.

**Q1 Are you responding to this consultation as a...?**

*Please tick one option only*

- Resident of a care home
- User of a day centre
- User of another adult social care service
- Carer or family member of a care home resident
- Carer or family member of day centre user
- Carer or family member of another adult social care service user
- Member of staff at a care home
- Member of staff at a day centre
- Member of staff at another adult social care service
- Other Lancashire County Council social care staff
- Lancashire resident
- Elected member of Lancashire County Council
- Elected member of a Lancashire District Council
- Elected member of a Parish or Town Council in Lancashire
- Member of a voluntary, faith or community organisation – if yes route to name of your organisation
- Lancashire Care Provider
- Prefer not to say
- Member of a voluntary, faith or community organisation
- Other

**Q1a If member of a voluntary, faith or community organisation please provide name of your organisation**

*Please write in the box below*

**Q1b If other please provide**

*Please write in the box below*

## The Evaluation Framework

To assess our in-house services (council-run), we are proposing to use a clear set of guidelines (called an evaluation framework). Our aim is to continually improve care and make sure services are safe, suitable and fit for purpose for the future.

A summary of the evaluation framework is below, and the full framework can be found here [www.lancashire.gov.uk/cabinet-9-october-2025](http://www.lancashire.gov.uk/cabinet-9-october-2025) (item 9b).

- **Service delivery:** checking whether the service maximises independence, choice, community support and inclusion, and whether it aligns with future plans for local care.
- **Service quality:** looking at the condition of the buildings, the quality of care provided and the experiences of residents and service users to ensure safety and high standards
- **Market availability and workforce:** examining the availability and capacity of external partners for delivering the service. Also checking the skills of the staff delivering the service and any reliance on temporary (agency) staff, to make sure the service can meet future needs.
- **Value for money:** looking at the cost of delivering the service compared to our trusted external partners and how much it will cost to in the future to invest in our buildings. Also checking the services are being used (so that the Council does not run services that have very low demand).

The framework will be used as a consistent method to review our services in the future moving forward, and we welcome your views on whether this is fit for purpose and covers all areas we need to consider.

**Q2 How strongly do you agree or disagree with the proposed areas within the evaluation framework that assesses provider services?**

*Please tick one option only*

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know/not applicable

**Q2a Why do you say this?**

*Please write in the box below*

**Q3 Please tell us if you think there is anything else that we need to consider or that could be done differently.**

*Please type in the box below*

## **The proposed reprovision of services**

Our aim is to continually improve care for individuals, making sure services are safe, suitable and fit for purpose for the future.

Some of our Older People's Care Homes and Older People's Day Centres are in poor condition and need urgent attention.

To ensure people continue to receive safe and high-quality care, we are reviewing how care is delivered in these buildings. This process is called reprovision, which means we may change some services and provide care in different ways or locations that better meet people's needs.

The services being considered for reprovision are set out below for you to share your views on.

### **Q4 Which of the following services would you like to tell us about?**

*Please tick as many as apply*

#### **Residential Care Home**

- Grove House Residential Home, Highfield Rd, Adlington, Chorley, PR6 9RH
- Thornton House Residential Home, Whimbrell Drive, Thornton Cleveleys, FY5 2LR
- Milbanke Residential Home, Station Rd, Kirkham, Milbanke, PR4 2HA
- Favordale Residential Home, Byron Rd, Colne, BB8 0BH
- Woodlands Residential Home, Warwick Avenue, Clayton-le-Moors, Accrington, BB5 5RW

### **Q4a Day Care Centre**

- Milbanke Day Centre, Station Rd, Kirkham, Milbanke, PR4 2HA (attached to Milbanke Residential Home)
- Teal Close Day Centre, Whimbrell Drive, Thornton Cleveleys, FY5 2LR (attached to Thornton House)
- Byron View Day Centre, Byron Road, Colne, BB8 0BH (attached to Favordale)
- Derby Day Centre, Derby St, Ormskirk, L39 2BW
- Vale View Day Centre, Stratford Cl, Lancaster, LA1 2JP
- Prefer not to say

**Q5** **How strongly do you agree or disagree with the proposed reprovision?**

*Please tick one option only*

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know/not applicable

**Q5a** **Why do you say this?**

*Please write in the box below*

**Q6 If the council decides to progress reprovision how would this affect you?**

*Please write in the box below*

**Q7 If the council decides to progress reprovision, what would be most important to you?**

*Please tick as many as apply*

- Ensure relatives are close by
- Affordable for the council
- Meets individual's needs effectively
- Same or better standards of care
- Prefer not to say
- Other

**If other please write in the box below**

**Please tell us if you think there is anything else that we need to consider or that could be done differently.**

*Please write in the box below*

## **About you**

This final section is about you. It's a little more personal, but it's very useful to us. By answering these questions you will help us to understand the views of different groups of people. If there are any questions that you'd rather not answer, please tick 'prefer not to say' or leave it blank and go on to the next question.

***You do not need to complete the following section if you are an Elected Member, Care Provider or Member of a voluntary, faith or community organisation.***

**Q10 What is your sex?**

*Please select one option only*

- Female
- Male
- Prefer not to say

**Q11 What age group do you belong to?**

*Please select one option only*

- Under 25
- 25-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 and over
- Prefer not to say

**Q12 Do you consider yourself to be a Deaf person or have a disability?**

*Please select one option only*

- Yes
- No
- Prefer not to say

**Q13 Which of the following best describes your ethnic background?**

*Please select one option only*

- Asian or Asian British
- Black or Black British
- Mixed or multiple ethnic backgrounds
- White
- Other ethnic group
- Prefer not to say

**Q14 Please tell us which local authority area you live in. (This is the council named on your bins.)**

*Please select one option only*

- Burnley Borough Council
- Chorley Council
- Fylde Borough Council
- Hyndburn Borough Council
- Lancaster City Council
- Pendle Borough Council
- Preston City Council
- Ribble Valley Borough Council
- Rossendale Borough Council
- South Ribble Borough Council
- West Lancashire Borough Council
- Wyre Borough Council
- None of these
- Prefer not to say

**Thank you**

**Please return your completed questionnaire to where you picked it up from**

**OR**

**post it using the pre-paid envelope to Business Intelligence, Lancashire County Council, Room A43, County Hall, Preston, PR1 0LD**