

**Consultation on the Future of Woodside Lodge**  
**2 September 2014**  
**Woodside Lodge, Southampton**

**PRESENT:** Helen Woodland, Interim Head of Audit Services  
 Paul Juan, (Project Support)  
 Tracy Flint, Service Manager  
 Michelle Fellowes, Manager of Woodside Lodge  
 Liz Palmer, Senior Practitioner  
 Izzie Clayton, Note Taker  
 Relatives of the residents

**APOLOGIES:**

<b>ITEM</b>	The following points were raised at the above meeting:	<b>ACTION</b>
<b>1.</b>	Issues raised at the previous meeting: <ul style="list-style-type: none"> <li>• You have questions about why we have picked Woodside.</li> <li>• You have concerns about the geographical spread of the residential care provision in Southampton.</li> <li>• You value the high level of support that you receive from Woodside.</li> <li>• It's taken a journey to get your relatives to Woodside and those journeys have been difficult and there is concern about what happens next.</li> <li>• There is concern that this site has been earmarked for development</li> <li>• People are telling us they are concerned about the overall spending priorities of the Council</li> <li>• You feel that the private sector does not provide the quality of care to the standard of Southampton City Council provision.</li> <li>• There is a lack of trust by relatives of the Consultation process.</li> <li>• You are concerned about the timescales, if we take the decision to close Woodside in December</li> </ul>	

2.	<p>Q: Will we have a chance to read the report before it goes to Cabinet and if we have objections will they be incorporated?</p> <p>A: That is unlikely. We will publish the report about a week before it goes to Cabinet. I will make sure that you have access to it.</p>	
3.	<p>Q: With regard to the public meetings will we be allowed to speak? I went to an open meeting at the Council a while ago and we were given 15 minutes to put our points across.</p> <p>A: The format will be similar to this meeting. We will give an update, explain the process for people who have not been to previous meetings and then invite questions. We expect a substantial turnout so we may not be able to let people have as long to speak as they would like.</p>	
4.	<p>Q: Where in the Civic Centre will the meeting take place?</p> <p>A: It is in Conference Rooms 3 and 4. Go into the main entrance and take the lift to the first floor. The rooms are on the right hand side on the first floor. It will be clear with sign posts and marshals.</p>	
5.	<p>Q: What are the names of the other two homes in Southampton? You have a bed block on Woodside at the moment, do you have bed blocks at the other two homes? Are you keeping Woodside down to a low intake which was one of the reasons you gave for closing it.</p> <p>A: The other two homes are Glenlee and Holmcroft. We have a bed block on Woodside but not the other two homes. We will only report the occupancy rates to the point at which we started the consultation process.</p>	
6.	<p>Q: You are hedging your bets by putting a block on new beds at this place because you know its going to close. You know its going to close so you don't want any more people getting settled in.</p> <p>A: No, its because there is uncertainty. We do not want people to come in here at a time of uncertainty. We have to look at what could happen. If in December the decision is that we are not going to close this home, then we will open it up again.</p>	

7.	<p>Q: So what you are saying is that you have not got a block on beds at the other two homes. What happens if we win our case and you close one of the other homes. There will be people in there who are going to have to be moved. What is the point of putting a block on one home but not on the other two?</p> <p>A: The consultation is only on Woodside. If the decision in December is not to close Woodside, we cannot then go and close another home. We are only consulting about Woodside. There is no question at the moment with regard to Holmcroft or Glenlee. If the Council chooses to look at the future of these two homes, then we will have to start the consultation process again from scratch.</p>	
8.	<p>Q: At the last meeting we were all very disappointed. When everyone put their points of view across and you made it clear that it was very important that we put our views across and then right at the end you said that you would still be recommending Woodside Lodge to close. You talked to us for over an hour giving us a slight hope and then you said in my opinion Woodside should close. It's going to be your opinion that the Council will be listening to. You were totally biased, you were not impartial at all and you should not be holding the meeting. You have no compassion for this home, you are not impartial. Your opinion was not in the minutes either. It was not mentioned and some of the comments raised were not mentioned.</p> <p>A: It is not my decision.</p>	
9.	<p>Q: At the last meeting in the question about leaving Woodside Lodge alone Councillors Shields answer was "it is always a possibility but it is not my recommendation". Isn't that what he was here for? I know he says its not my recommendation, it is a decision for the Directorate, but he was here working to support us. But it's his recommendation that we are banking on.</p> <p>A: I can't answer for Cllr Shields. I can make sure he attends the next meeting, if that would be helpful. I think what Cllr Shields was trying to say is that he will act on the recommendations that go into the report. The decision is then up to Cllr Shields and the Cabinet.</p>	

<p><b>10</b></p>	<p>Q: I do not think you are going to convince anybody in this room. We are totally convinced that you are shutting Woodside. Your attitude does nothing to change that.</p> <p>Q: All this is down to faceless people who are going to take control. We the public put you into a position to look after things for us in general and it's not happening. You are going to put this forward to the Council who are faceless people who have probably never been to this home. They are the people who are going to make the decision. We have loved ones here and it is the end of the world for us.</p> <p>Q: We are also concerned for Michele. She has an awful lot laid on her shoulders. She has staff off sick because they are disillusioned. The morale is going down. Things are beginning to change and there are less staff. Some staff members are working double shifts. You are already cutting back yet nothing has been decided. It is the uncertainty of it all for the staff, who are important because they look after our families. We have already lost one person, Tamara has left. They have to look after themselves because they do not have a future here. Are you going to replace Tamara?</p> <p>A: We will maintain staffing levels. What we have said to staff is that we will not recruit full time into those posts. We will recruit short term. So that if we do decide to close Woodside we have vacancies in the service that they can move to.</p>	
<p><b>11</b></p>	<p>Q: Our families rely on the staff here it's their focal point. Without that stability they are lost.</p> <p>A: I understand that. We have had conversations with staff that are similar to the conversations we have had with you. At the moment nothing has been decided and we are encouraging them not to leave and not to move on. I cannot stop them from doing what they choose to do.</p>	

<p><b>12.</b></p>	<p>Q: No, but you have planted the seed that there is a possibility that this home is going to close down. I feel sorry for Michele who has got the awful job of trying to run the home with fewer staff. What is going to happen here if things deteriorate, who will be responsible? A: We have minimum staffing levels that we will never go below. We will use agency staff if we have to, but we prefer not to use them.</p>	
<p><b>13</b></p>	<p>Q: We had a problem with care in the home and its all very well to say that you are in favour of providing more care at home but they lose that stability. We had 18 different faces in less than two weeks and not one of them was on time. By the time they arrived I had fed my wife, washed and dressed her. It's not the fault of the staff, it's your management and your responsibility. A: We use different staff for agency staff within the homes. We work with different agencies and we have different expectations. Michele makes sure that staff that come in work to our standards or we don't have them back.</p>	
<p><b>14</b></p>	<p>Q: It is all the strange faces that are coming into the home and are in contact with our loved ones. They don't like strange faces. A: I can reassure you all that where we have a vacancy because staff have moved on, or because of sickness I am looking at the regular agency staff that have been coming in for quite some time to provide continuity. Hopefully people will feel more settled within the home.</p>	
<p><b>15</b></p>	<p>Q: Have any of these faceless wonders down at the Civic Centre, who we elect to look after us, have any of them come down here in person to have a look around? A: It's a mixed picture. Some of our councillors have, some of our councillors, who have been here for many years, are very involved in our services. Some have not visited. It is a valid point and at the member briefing we put that point to them and invited all of them to come and look at the services.</p>	

<p><b>16.</b></p>	<p>Q: Popping up and walking around, like they do, for half an hour or an hour at the most will not achieve much. They should be here at these meetings to talk and listen to what we have to say. They will not see a picture of what the people are like here if they don't visit and attend the meetings.</p> <p>A: To be fair to our active members they have a high opinion of our serves and a strong regard for our services and they find this quite difficult as well. It is one of the reasons that I can say that we have not made a decision yet. It is not a comfortable thing for our councillors to do, its not something they like to do.</p>	
<p><b>17</b></p>	<p>Q: Surely that is even more reason for them to be here. It is like they are burying their heads in the sand.</p> <p>A: I have another briefing this week and I will ask them again if they want to come and visit.</p>	
<p><b>18</b></p>	<p>Q: They should be here to hear all the comments that people are making and to witness it all at first hand. Our comments should not be passed on to you in order for you to pass them onto the others.</p> <p>They should not be asked if they would like to come! It is their job to be here!</p> <p>A: I will represent your views to them. I cannot tell them what to do. That is not the way it works in the council, but I will tell them exactly what you have said and I will let you know what they say. Hopefully they will let you know themselves at the next meeting.</p>	
<p><b>19</b></p>	<p>Q: Who has asked you to look at closing a home?</p> <p>A: That is a difficult question. We have not specifically been asked to look at closing a home. We have been asked to identify how we can make £76 million worth of savings. We were asked to look at everything that we provide and identity where potentially someone else could provide it cheaper or we could provide the service in a different and less expensive way, or with fewer staff, right across the council. We have looked at a number of things to try and make the necessary savings.</p>	

<p><b>20</b></p>	<p>Q: What do you think those savings will be? It was quoted in the Echo as £2m. What will this place save percentage wise or value wise in relation to the £76 million?</p> <p>A: I think the figures that were in the budget report were around 200,000 next year 2015/16 increasing to 300,000 in the following year 2016/17.</p>	
<p><b>21</b></p>	<p>Q: So effectively you are saying it loses £300,000 a year.</p> <p>A: That is the cost of running the premises and could be invested in other schemes.</p>	
<p><b>22</b></p>	<p>Q: What issue is more important than an ageing population? We have a growing and ageing population. The Council should be looking at increasing places like this, not closing them down!</p> <p>Q: You should be using this place as a role model. It is a sanctuary for certain people, closing this home down is the worst thing you can do!</p> <p>A: Back to the original question about finance. Nobody is suggesting we are going to save £76m by closing down one residential home. This is one of a range of the things we are looking to do to try and save £76m. Not everything is in adult services it is across the Council.</p>	
<p><b>23</b></p>	<p>Q: Does that include building an open air theatre at the Civic Centre, which has now been taken down. You can't tell me that theatre has not cost about half a million?</p> <p>A: It is a valid point but that did not come out of my budget.</p>	

<p><b>24</b></p>	<p>Q: There is also the Arts Centre that is being built on the old John Lewis site. These people, these faceless wonders, they should be here to answer this! It is not your budget but it will be their budget. What really gets to me is that people are pouring out their hearts, souls and minds to you. You are not interested, you made that quiet clear at the last meeting. This is what really got to me, we can cry in front of this lady and it doesn't matter. Why are you holding the meeting, why can't someone come here who can actually change this decision? You have made it clear what you want to do!</p> <p>A: I am sorry that you felt that way, that was not the impression I wanted to give at all. I am genuinely interested in what you have to say and I am sympathetic. It is not an easy thing to do. None of us came into this business to close services, cut services or make life difficult. You do not come into working in adult social care because you do not care about people. You do not come into adult social care because you want to close things down. The challenge I have got is that I have to save £76m and this is a proposal that was put forward and that is where I am.</p>	
<p><b>25</b></p>	<p>Q: It said in the last minutes that the savings would go into the capital budget. If you are saving money from here why isn't it going back into the care pot?</p> <p>A: There are two elements, there is the cost of running Woodside Lodge which is a revenue cost and there is the cost of the premises which is a capital cost. The cost of the premises will go into the capital budget. Then the Council will decide how to reinvest that. That will be subject to another decision. Our recommendation would be that that money be used to build extra care housing or some other facility.</p>	



<p><b>26</b></p>	<p>Q: You have a really good facility here? It's not going to help the people here is it?  A; It is a different type of care. I do understand your frustration and this is of little comfort. The people in this facility will go into another type of residential care. Some of them may need nursing care. We are not saying we will build extra care and move your relatives into extra care. We know that is not a possibility. In future we want to be able to offer extra care as well as the number of commissioned beds that we have in residential care. We want to offer a wider range of things.</p>	
<p><b>27</b></p>	<p>Q: You are talking about the future, but we are talking about now and our families. Moving is not going to help them, they are going to pass away, they don't like change.  A: I do understand and I realise this is little comfort to you. We would put everything in place if it happens. We would make the moves as seamless and painless as possible. We have a Psycho-Geriatrician who will be involved and on standby. Liz is here to answer questions on social care matters. We have care managers and we will have advocates. I know that it is difficult and we will try and support you as best we can.</p>	
<p><b>28</b></p>	<p>Q: When will that happen? In December when you have made your decision, will we get people that will help us and talk to us?  A: Once the decision is made we would start looking at all the reviews on all of your relatives individually to look at what their needs are. You would need to be involved in those reviews.</p>	

<p><b>29</b></p>	<p>Q: It seems to me that your priority is to provide nursing care for everyone?</p> <p>A: It is not mutually exclusive. For those people who need nursing care there is no alternative, we have to give them nursing care. We need more nursing care in the city because the population is getting older and some of the conditions mean that we have to give them nursing care. Nursing is not an alternative to residential care. It depends on the level of need. If you need residential care that is the type of care we would look for. A lot of people move from residential care to needing nursing care. This is where we do not have as much supply.</p>	
<p><b>30</b></p>	<p>Q: What is the difference in costs between residential and nursing?</p> <p>A: Nursing costs about twice as much. We have more people who need nursing at this point and we need to develop that service. This is not to say that we would swap residential care for nursing. If what you need is residential care we would not put you into nursing care.</p>	
<p><b>31</b></p>	<p>Q: When do you think the individual assessments will take place?</p> <p>A: If a decision is made in December we will not do anything until January. We would then look at individual circumstances and we would get Michele and her team involved, and Liz and her team involved. We would work out a schedule and a time frame.</p>	
<p><b>32</b></p>	<p>Q: You are talking about putting more care into the home aren't you, at the end of the day?</p> <p>A: I am talking about that being one option depending on what an individual needs. For some people it will not be appropriate. We don't want to say everyone will stay at home because some of the things you describe are the problems that we have. We know that people who have dementia will get progressively worse. It may be that we can support someone at home but then as the disease progresses we need to look at the impact on the family and alternatives further down the line.</p>	

33	<p>Q: That is ok in the early stages, we have all had our loved ones at home, but what is going to happen as we go forward?</p> <p>A: We are not talking about nursing care going into the home. There are distinct types of care. There is care at home and for some people that is not appropriate. There is residential care like Woodside. That is a residential setting and it's peoples' home, its where they live, and it is for mild to moderate dementia. Nursing care is when the need gets beyond that and there is 24 hour nursing care available . I am not suggesting we nurse people at home.</p>	
34	<p>Q: We have all had experience of this. It is not down to the people who do the visiting. We have ladies around our area who are 96 years old they have 15 mins of care, by the time the lady gets there its time for her to leave. Dementia is a progressive thing there is no going back. It's a living death for the family. Why can't we just let them be in peace and let them have the last few hours in comfort, instead of having all this extra pressure put on us as families. We have the prospect of having to look around for a new home for our loved ones. It will not be the same as they are used to.</p> <p>Q: They will be very upset and miserable. It does not bear thinking about. At the last meeting we spoke about this different accommodation where people have their own flat. There is a place like that in Manston Court. That place is not secure they can walk out at any time. That would not do for people with dementia.</p> <p>A: That is what we currently have. What we are proposing is that, in future, what we want to build is something that is suitable for people with dementia. Similar to residential care with different levels.</p>	
35	<p>Q: This facility is what is needed for people with dementia. Why try and look for something else. You already have something?</p> <p>A: We are not saying that residential care is not always going to be an option. What we are saying is that it is not always going to be provided and run by Southampton City Council. There is a lot of residential care out there. The question we have to ask, is it the Council's business to run homes like this or not in the future.</p>	

36	<p>Q: We pay our council tax and that is where the money should be going.</p> <p>Q: My husband was born and bred in Southampton and he will be 84 in a few weeks. How much money do you expect him to pay?</p> <p>Q: I started work in 1950 and I worked hard all my life and the money went into a pot so that when you got to a certain age you didn't have any worries. Consecutive governments have taken money out of the funding pot leaving us all with nothing. Now you come here and say you need to make £76m of savings overall and need to shut places down like this.</p> <p>A: We are not saying that residential care is going to disappear. There is a lot of residential care in Southampton. We own three of them. Far more people in Southampton receive care through a home that we do not own or operate, where we buy places. We already buy more than we provide. I don't know whether you believe that the Council should provide facilities like this one. I will say that if you look up and down the country there are a number of Councils that have taken the decision that they are not best placed to provide those services.</p>	
37	<p>Q: Instead of buying in from the private sector why don't you spend it here?</p> <p>A: It is cheaper for me to buy a place in a residential care home than it is for me to provide a place.</p>	
38	<p>Q: The council is happy to take our money but they do not want the responsibility of look after us.</p> <p>A: We retain that responsibility whether we commission to find a place or whether we provide it ourselves. Our responsibility is exactly the same. A number of people probably could not tell you if they were in a council run home or a private one. The process is exactly the same. You would go through exactly the same process with the Social Worker. We would do a financial assessment as we do with you now. You would be placed in a home and that home would be monitored in the same way that our homes are. The regulations are exactly the same.</p>	

39	<p>Q: They may well be the same but the standards are not. I looked at the private sector and some of the places I would not put an animal in, let alone my husband. If the standards are meant to be the same then the people doing the inspecting are not doing a proper job.</p> <p>A: I am not going to pretend they are all of the same standard. The regulations are the same. Some of them are excellent and we know some are not and we are working to improve them. There is variable quality. If you went to any other local authority you would find variable quality in the homes that they provide as well. We have a dedicated team that work on the quality of the homes that we contract with. If we think that a home is not of the appropriate quality we will not contract them. If we have a problem with a home we cease a contract. Our priority is the safety of your loved ones.</p>	
40	<p>Q: You should give us a list of the places that we can take our family. It is no good just giving us a list we need to know which ones are of a good standard.</p> <p>A: Your Social Worker or Care Manager will work with you to look at your loved ones requirements and which homes are available and that will suit their needs.</p> <p>A: I know some of you have started looking on your own but you are not in this on your own. You do not need to look now because no decision has been made. If you decide to start looking let us know and we can allocated someone to support you and help you do that.</p>	
41	<p>Q: If in December Woodside closes and we can't find a place for our loved ones what happens to this place while she is still here?</p> <p>A: We will work with you to identify what your loved ones requirements are, we will get your input and identify the options and availability. At the moment we have 72 residential care beds that are available. That changes week on week. We have a wide variety and we need to work with you to find a home that is suitable.</p>	

42	<p>Q: I do not have transport so I cannot go miles away. How many beds are available locally?</p> <p>A: They are all within Southampton City. If transport is a problem that would be a requirement that would be considered when looking at your choices. We would need to look at the places available at the time we would be looking to move you. I can tell you what is available now but that may not be what is available in December.</p>	
43	<p>Q: I do not think that any of us should think of looking for places at the moment. We will just fall into what you want us to do. The quicker people move out the quicker you can close it down.</p> <p>Q: There is so much ground here if you are looking to build more places you have plenty of space here and still leave a lovely garden. Why don't you invest in here?</p> <p>A: We do not need additional residential care. We have enough residential care places and enough private providers. We do not have enough alternatives. We do not have good new extra care and some people want that. We need a range of care services.</p>	
44	<p>Q: Why not approach the private sector and try to sell it as a going concern? Let it be run as a private home.</p> <p>A: We had a meeting with our providers on Monday to explain what was happening. It is very unlikely that a private firm would buy a Council run home as a going concern because they would also inherit the Council's terms and conditions that our staff currently work under. For them there isn't a profit margin in it.</p>	
45	<p>Q: Why not make the wages shortfall up for the staff?</p> <p>A: It is not just wages it's terms and conditions and a private entity would not want to take staff on with different terms than they offer. Also how long would you do that for? I am not saying it is not a possibility. We have informed all our providers that this is happening and talked to them about it. It is very unlikely that anyone will take it on because they will not see a profit margin in it.</p>	

46	<p>Q: If you were considering closing this place down why did you spend all that money last year on the conservatory, which isn't used to its best advantage. Was it because it was the end of the financial year and you had to use that money up?</p> <p>A: That is not the way the budget works in adult social care. We have a capital budget attached to our properties and we have a plan of works that we are going to complete with that budget. At the point that we built the conservatory we were not thinking about whether we would need to have a consultation about the future of Woodside.</p>	
47	<p>Q: I don't suppose anything that we have said now has changed your mind?</p> <p>A: I am going to re-iterate that it is not my mind that needs to be changed. I can't make you believe something. I am genuinely sorry that this is such a difficult time. If I could avoid doing it I would. We are looking at a political process where our members will make the decision. I cannot tell you what that decision is at this point.</p>	
48	<p>Q: Can we ask the people who are going to make the final decision to attend the next meeting?</p> <p>A I can. I am unlikely to get all of Cabinet here. We will probably get the elected member who is responsible for the adult social well being area, who is Councillor Shields.</p>	
47	<p>Q: When we have the consultation in the Civic Centre will all the board members be there?</p> <p>A: Generally the Cabinet all come together for a Cabinet meeting. You are more than welcome to attend the meeting where this decision will be discussed and make your representations. All of our elected members are on Cabinet, about 79 of them.</p>	
48	<p>Q: How many of them are going to be making the decision about Woodside Lodge?</p> <p>A: Theoretically they are all involved in making the decision. I will check the number of people that sit on Council and the number that sit on Cabinet.</p>	<b>HW</b>

49	<p>Q: How many of those members have been here?</p> <p>Q: It says here that Cllr Shields will attend all meetings, but he is not here today, where is he?</p> <p>Q: Does the decision solely come down to him or is it a vote?</p> <p>A: I think there is a recommendation, a report, a discussion, a challenge and a debate and then they decide if it is passed or not.</p>	
50	<p>Q: Who will be challenging?</p> <p>A: They challenge each other. There are members of the different elected parties and they will be having discussions.</p> <p>Q: Then Cllr Shields makes a decision from that discussion does he?</p> <p>A: There is a vote.</p> <p>Q: There is a vote but you weren't sure a minute ago, but now there is a vote?</p> <p>A: My understanding of procedure is that there is a vote.</p> <p>Q: If there is a vote is it the majority?</p> <p>A: I will need to come back to you on that. There is a procedure that any decision made by Cabinet can be scrutinised by a Scrutiny Management Committee. There will be an opportunity to put recommendations at that earlier meeting should you wish.</p>	<b>PJ</b>



51	<p>Q: The previous meeting that I attended in the Civic Centre there were about 20 Council Members. After all the discussion had taken place they decided to have a vote. We all said before the meeting started that it would all come down to the Chairman and what he wanted. That was absolutely right, that is what happened.</p> <p>Q: Politically I don't think they represent us at all. We are very disillusioned politically, it is the case that the tail is beginning to wag the dog now. After all you are employed by us and yet you make decisions over the top of our heads.</p> <p>Q: How can we persuade them not to close this building?</p> <p>A: You can contact and write to the elected council members for your ward areas. We can provide you with a list of who that is. You can write to the Leader. You can input into the consultation document. That is really how you influence political process. I can't suggest anything else.</p> <p>I have heard everything you have said and I will go back to the Councillors and ask them very strongly to attend the next meeting next. You are within your rights to contact your Councillors at any time.</p>	
52	<p>Q: I tried to contact my Councillor, I left messages every day last week and she has not got back to me.</p> <p>A: If you are not getting a response from your Councillor you can contact the Council Leader and let him know that you are not getting a response from your Councillor.</p>	
53	<p>Q: I was told she was a very good lady and would certainly come and put our case. She just hasn't answered my calls.</p> <p>A: We will follow that up and ask her to contact you.</p>	

54	<p>Q: It would be good to get some Councillors at these meetings. Just to let them see how we are affected.</p> <p>A: The only other thing I can suggest is the Carer Group. I understand and appreciate that your trust in the Council is not high. If you feel like you would like support then I urge you to contact the Carer Group so that you are having support.</p> <p>We have had Mencap come to these meetings. Also there are a number of other voluntary sector agencies and carer agencies that would be happy to support you.</p> <p>We will circulate contact details with the notes from the meeting.</p>	PJ
55	<p>Q: When I go to the Memory Cafe the Carers Together people are there but I didn't think to ask them for help.</p> <p>A: We also have the centre for Independent Living and Age UK. There are a number of different agencies.</p>	
56	<p>Q: Why isn't there a dedicated agency to help rather than us having to search.</p> <p>A: We can give you that but I am offering choices. We talked to all of those agencies and we can give you a dedicated agency if you want to.</p> <p>There is a service called Carers in Southampton and three of their advisers were at the earlier briefing this afternoon. They were briefed on the proposal and its impact. I will include their details as they have a good understanding.</p>	
57	<p>Q: Did anybody read Cllr Shields' letter in the Echo? I have it here if anyone wants to read it. It's about adult social care and money again.</p>	

58	<p>Q: I was told that when I came to these meeting I should not get personally involved because it was not particularly about me. You can't help but be personally involved when you are speaking about your loved one.</p> <p>It's bad enough that we have lost the one we love without having the additional problems of having to move them</p> <p>My husband has been in here since October, I have just started to get my life back together and started living on my own. It is a big change for me. I come and visit three times and transport is not easy, sometimes I have to get a taxi.</p> <p>A: I know that it is incredibly personal for you all. You are here to tell me your feelings, your views and how it impacts on you and your loved ones. I would not support the view that you should not get personally involved.</p>	
59	<p>Q: We have a big group here and we are all going to walk out the door and our loved ones are going to see us again and wonder what is going on. Could we use another door so that we do not disturb them at this time of the evening when they are getting ready for bed?</p> <p>A: If it would be better we could hold the next meeting somewhere else? We will make sure that the side door is open for the next meeting.</p>	
	<p><b>Date of next meeting: 30 September 2014</b></p>	