



BUPA CARE SERVICES AT LISTON HEIGHTS CARE HOME DOCUMENT FOR EMPLOYEES

CONSULTATION FEEDBACK DOCUMENT

As you know, we have been receiving your feedback on the proposals:

1. To move to a four on four off roster;
2. Reduction of existing staffing levels.

The scheduled timeframe in our indicative timeline for receiving feedback ends today, 28 February 2014. We therefore have this week considered the feedback received, and made a decision.

This document will tell you about the feedback that we have received, along with our decision on the proposal.

Feedback received

Overall support for option 1

We have received overall support for option 1 i.e. for the four on four off roster, in that 91% of employees have indicated that they are in favour of this option. Only 5 employees chose option two. Some staff members have chosen not to provide feedback either way and we regard their lack of response as impartial.

Other feedback

We received some feedback critical of the decision to provide an alternative proposal and of the level of information provided. We have responded to this feedback individually, but wish also to give all of the team access to the information we provided.

Please note that this is commercially sensitive information and we are very concerned about the potential for it to enter the public domain. This is being provided to you on a confidential basis and you must not use it, pass it on or discuss it with any other person except for your workmates and your legal representative, if you have one.

The information that we provided was:

- The majority of our costs are fixed and for those that aren't we need to have the ability to adjust these according to our occupancy levels. Fixed costs include insurance, rates, power and compliance which are difficult, if not impossible, to alter. Costs which can be altered such as food, incontinence, medical and cleaning consumables are adjusted continuously at Liston Heights in line with occupancy so costs overall are well controlled and monitored.
- In 2011 occupancy was around 96% but with government policies towards encouraging ageing in place (i.e. in the community) in 2013 the average occupancy

was around 86%. This was a drop of around 10% over the last two years. Liston Heights Rest Home and Hospital has been carrying these increased costs all this time

and, for the year ending 2013:

- Dementia occupancy was 68% against a budgeted occupancy of 90%.
- Hospital occupancy is 68% against a budget of 92%. This low occupancy has marked affects across the available hours for the whole site.

Decision

Given the overwhelming support for option 1, as well as the fact that this was our preferred option initially we have decided to implement option 1.

Consequences of Decision

For all staff in favour of option 1, we will now prepare a new four on four off roster. The roster will be drafted and posted by 4.00pm on Monday 3 March 2014 and a final roster prepared, ready to commence on 17 March 2014.

For all staff members who did not express support for proposal 1, we invite you to reconsider your objection and advise whether you would now agree to the new four on four off roster. Please indicate your response to Janet Lester by 12 noon on Monday 3rd March 2014.

For any staff members who do not agree to the change, we will most likely unfortunately no longer have roles available for them at Liston Heights, and so will be considering redeployment options and redundancy. Jenny de Carteret and Janet Lester will be available by appointment from 12 noon on 3 March 2014 to discuss redeployment and redundancy options. Please note that you are encouraged to bring along to the meeting a support person - this can be a friend, family member, a legal or union representative or anyone who you feel comfortable having with you at the meeting.