

# Consultation Outcome Report: 'Have Your Say on Rothercare'

---

Report date: 16<sup>th</sup> November 2023

## Engagement Activity

- Individual letters were sent to Rothercare customers regarding the 90 Day Consultation and means of engaging in the process.
- A series of drop-in sessions were conducted across the borough and feedback gathered from Rothercare Customers, Carers and Relatives:

Date	Time	Where
5 <sup>th</sup> September	10.30am-12.00pm	Wath Library
6 <sup>th</sup> September	2.00pm-3.30pm	Bakersfield Court
13 <sup>th</sup> September	10.30am-12.00pm	Maltby Library
20 <sup>th</sup> September	10.30am-12.00pm	Riverside House
2 <sup>nd</sup> October	10.30am-12.00pm	Wath Library
4 <sup>th</sup> October	10.30am-12.00pm	Bakersfield Court
12 <sup>th</sup> October	5.30pm-7.00pm	Maltby Library
25 <sup>th</sup> October	10.30am-12.00pm	Riverside House
2 <sup>nd</sup> November	10.30am-12.00pm	Bakersfield Court
3 <sup>rd</sup> November	2.00pm-3.30pm	Wath Library
7 <sup>th</sup> November	2.00pm-3.30pm	Riverside House
8 <sup>th</sup> November	10.30am-12.00pm	Maltby Library

## Further Communication has included:

- [Website Information: Rothercare Consultation](#)
- Cross-Directorate
- Cross-Council
- Social media

---

## Consultation Engagement Survey Feedback

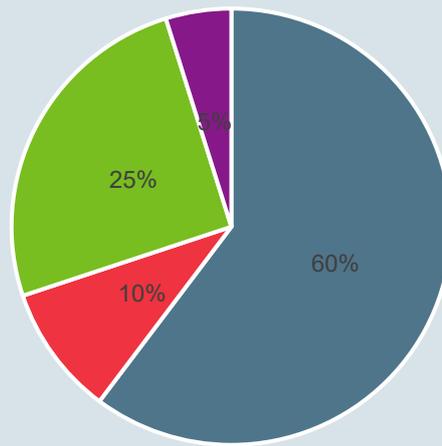
**Total Surveys Completed: 99**

Online: 71

Paper: 28

**General Demographics**

**Who has Completed the Survey?**



- Person who uses Rothercare Service
- Person who does not use Rothercare Service
- Relative/Carer
- Other

**Age Breakdown of Participants:**

14-17	0
18-21	0
22-29	1
30-39	2
40-49	3
50-59	12
60-70	26
Over 70	49
Unspecified	6

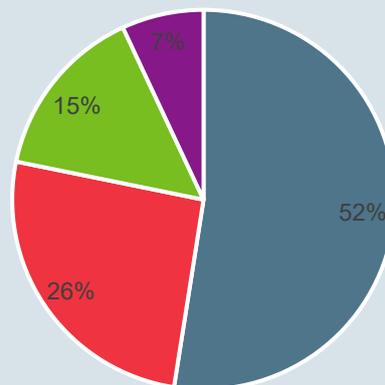
**Geographical Distribution of Participants:**

S13	1
S25	11
S26	6
S60	16
S61	4
S62	6
S63	13
S64	9

S65	13
S66	5
S73	5
Other	3
Unspecified	5

## What would people like from the Rothercare service in the future?

### What would people like from the Rothercare service in the future?



- To remain the same
- To offer a range of different support offers
- I have an alternative preference
- I am unsure

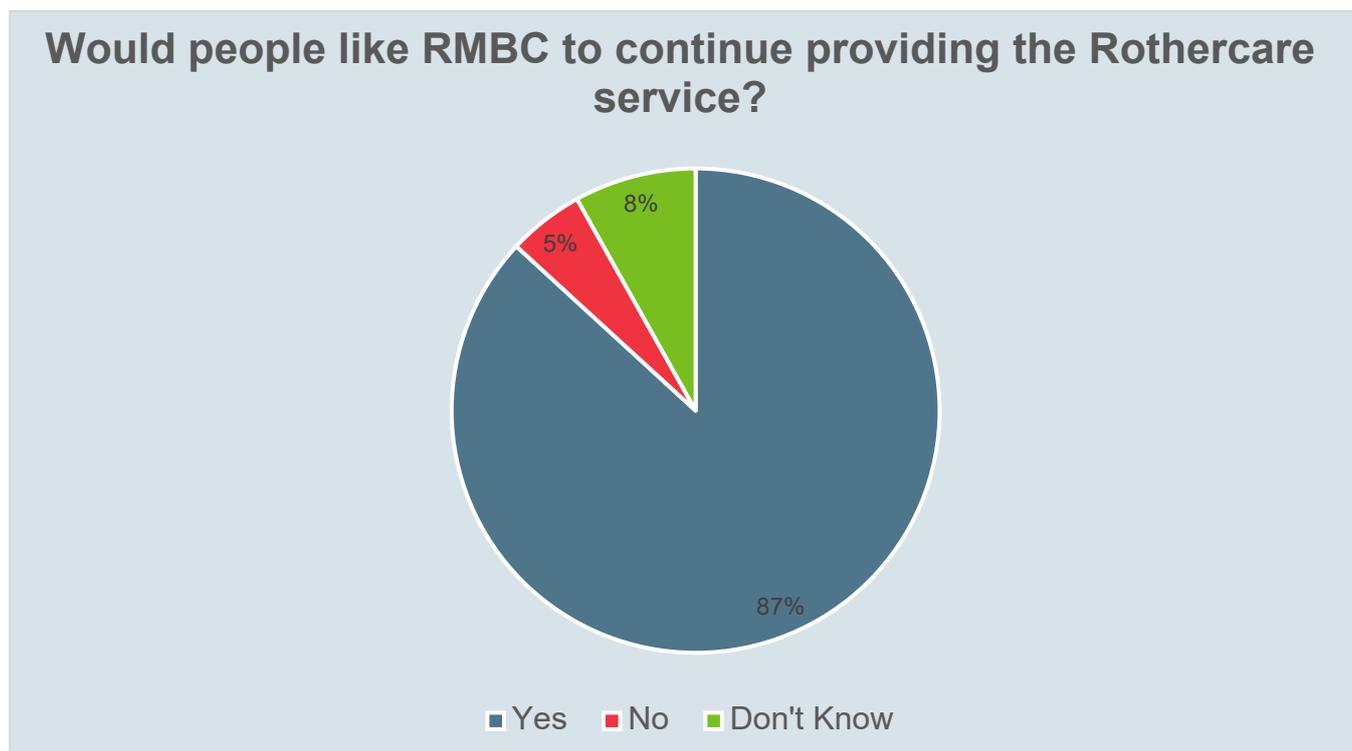
### Open Responses:

1. **Person who currently uses the Rothercare service** – *“Wider strategic collaboration with neighbouring authorities”.*
2. **Person who currently uses the Rothercare service** – *“I’m unsure because I don’t know much about assistive technology, never mind that it’s offered by Rothercare!”*
3. **Person who does not use the Rothercare service** – *“Individual Choice of recipient of services for tenants in Council bungalows”.*
4. **Person who currently uses the Rothercare service** – *“I would like the Rothercare service to be more tailored where possible to meet the needs of the blind and deaf”.*
5. **Person who currently uses the Rothercare service** – *“Need to change name of the service”.*
6. **Person who does not use the Rothercare service** – *“We would prefer not to have to pay for this service and have it removed”.*

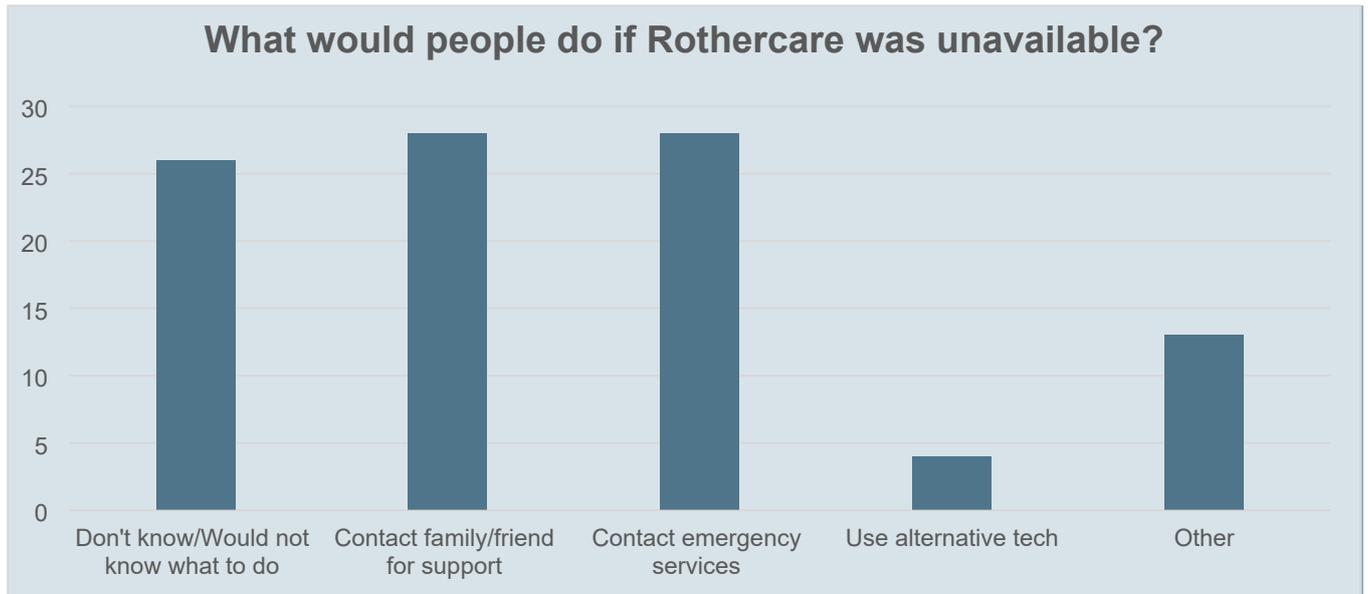
7. **Person who does not use the Rothercare service** – *“We would like to have the choice as to whether or not we want Rothercare. Not to be told we've got to have it”.*
8. **Person who has not specified their relationship to Rothercare** – *“You have failed to mention the cost to have Rothercare and the introduction makes it sound like a free service which it is definitely not. To have a Community Alarm the property has to have a landline which is ridiculously expensive and completely unnecessary in today's world why can't this operate with the community alarm via mobile phones or home Wi-Fi and have a little bit more autonomy as a user in terms of how it operates pain for the rather care alarm and then the line rental for a landline is a lot of money and generally people that need this are on low income”.*
9. **Person who has not specified their relationship to Rothercare** – *“Don't need Rothercare but have to pay mandatory charge. This is not fair and I am very angry about it”.*
10. **Person who does not use the Rothercare service** – *“While I agree that the service is needed, I do not believe that people who reside in bungalows provided by the council, who do not use the service through choice, should be required to sign up to it as part of their tenancy agreement – and then pay the charge for a service they do not require or need”.*

---

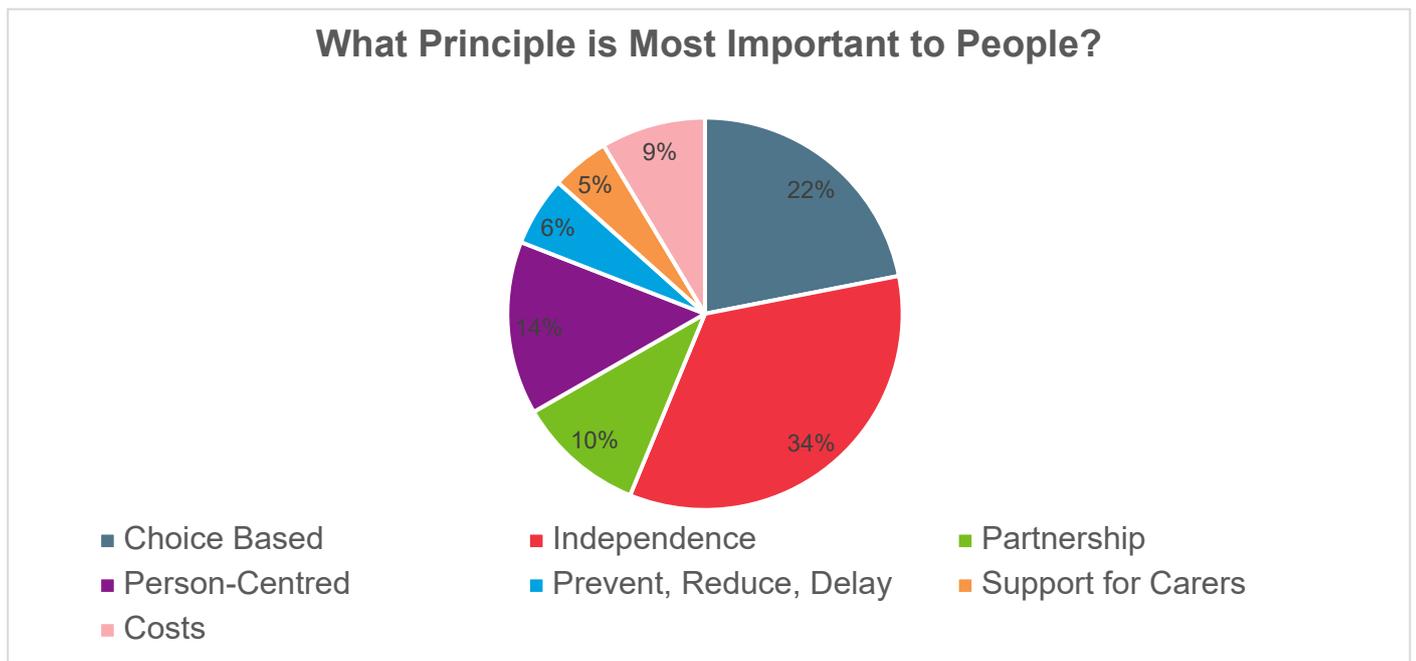
**Would people like RMBC to continue providing the Rothercare service?**



**If the Rothercare service was not available, what would people do, or the person they care for do in an emergency situation, and who would they contact?**



**Principles – Which Rothercare principle is the most important to people?**



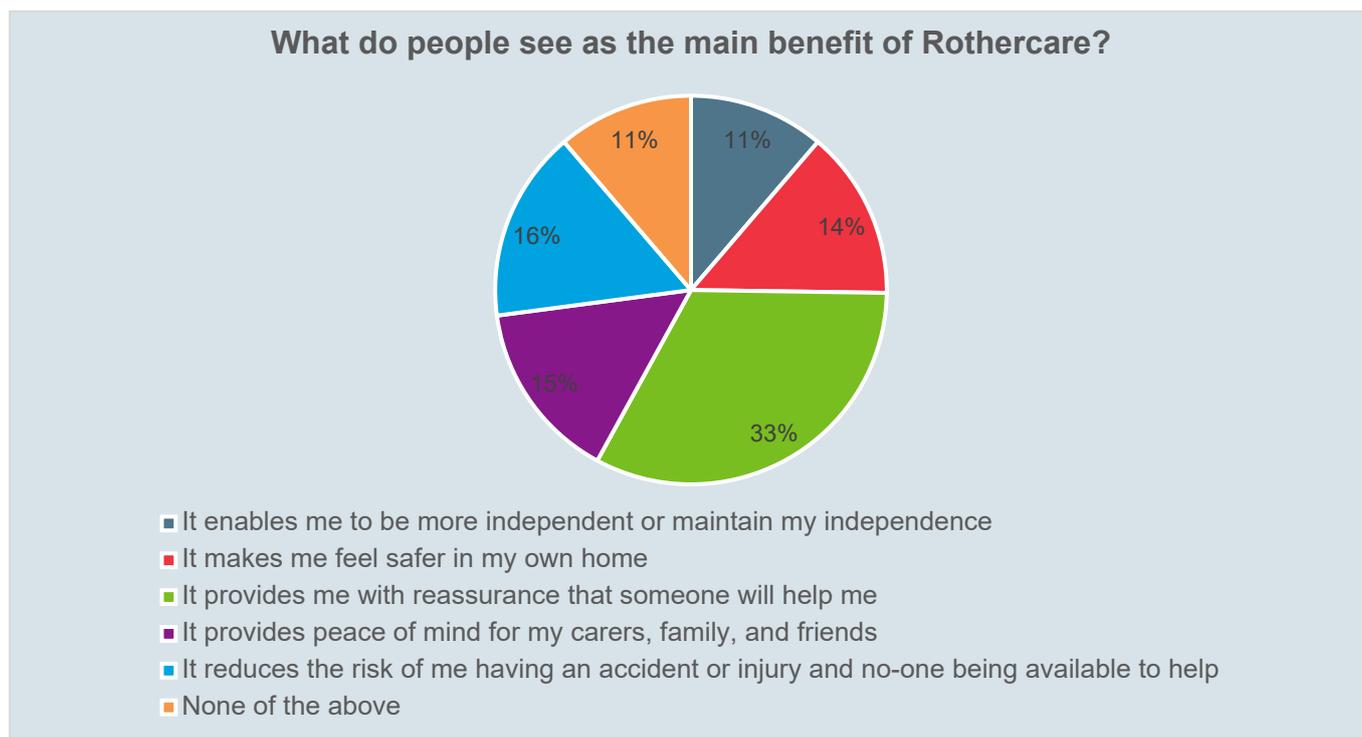
**Are there any other benefits that the Rothercare service offers?**

**Open Responses:**

- Person who currently uses the Rothercare service** – *“Rothercare knows my health, access details, and key-holding contacts. If I used 999, I would have to be capable of giving them all of that, which I may not be able to do”.*
- Person who currently uses the Rothercare service** – *“Provides reassurance to family about our welfare”.*

3. **Person who currently uses the Rothercare service** – *“Provides someone who can help if I have an accident. I know that if I trigger the alarm, someone will respond even if I can’t be heard over the modem and will be able to use my key safe to gain access. The equipment is important for this. I am not able to use a phone, or mobile, even though my carer is”.*
  4. **Person who currently uses the Rothercare service** – *“It is efficient”.*
  5. **Person who currently uses the Rothercare service** – *“I’m glad that they’re there”.*
  6. **Person who currently uses the Rothercare service** - *“Reassurance that someone will answer my call for help if I am not near a telephone”.*
  7. **Relative/Carer to someone who uses the Rothercare service** – *“As a carer, I don’t feel alone. At makes a massive difference to my life”.*
  8. **Relative/Carer to someone who uses the Rothercare service** – *“Could link into assistive technology and vital signs monitoring with health including GP practices”.*
  9. **Relative/Carer to someone who uses the Rothercare service** – *“Rothercare are much speedier in response than the Emergency services. Rothercare are able to assess the situation on arrival. The intercom is invaluable. It provides reassurance and support for the client and their families”.*
  10. **Person who has not specified their relationship to Rothercare** - *“Peace of mind for carers, a quick way (hopefully) to get help to someone, a lone carer not feeling so alone as I have been”.*
  11. **Relative/Carer to someone who uses the Rothercare service** – *“It gives the person cared for security that they can be in their own place and be cared for when needed”.*
  12. **Person who currently uses the Rothercare service** – *“The person who answers the telephone should ask what they can do to help”.*
  13. **Person who currently uses the Rothercare service** – *“That was a daft question. I ticked none of the above each time and you asked me for the next benefit each time. There are no benefits to Rothercare it is a pointless service. I wish I didn’t have to have it as part of my tenancy”.*
  14. **Person who does not use the Rothercare service** – *“Although I live in a council bungalow, I do not require the Rothercare service. Should I require it in the future I’d be happy to pay”.*
-

## What do people see as the main benefit of Rothercare?



## Is there anything else people would like the Rothercare service to deliver?

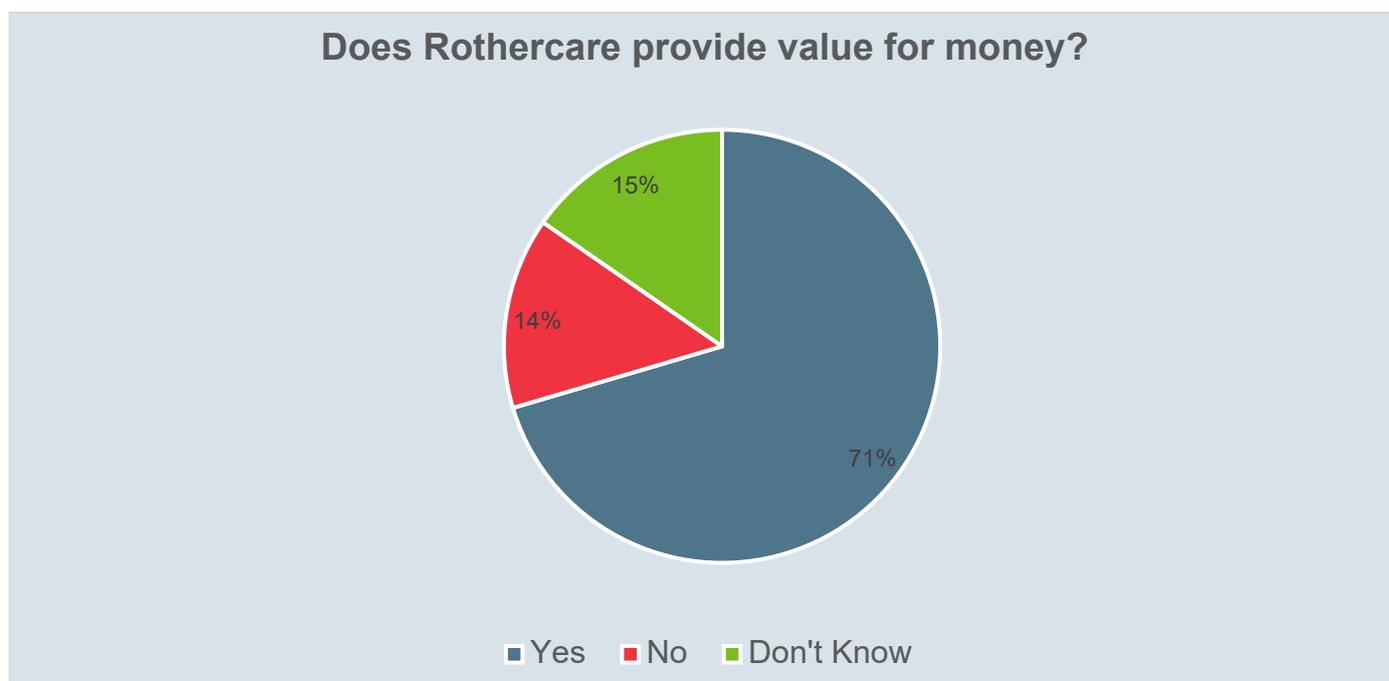
YES	23
NO	76

### Open Responses:

1. **Person who currently uses the Rothercare service** – *“Virtual support via video link”.*
2. **Person who currently uses the Rothercare service** – *“Yes maybe a six-monthly call to check if anything had altered over the 6 months”.*
3. **Person who currently uses the Rothercare service** – *“I’m not sure, perhaps more interaction with my doctors”.*
4. **Person who currently uses the Rothercare service** – *“The opportunity for my carer, who is my husband, to be able to go out occasionally. Someone who can sit with me”.*
5. **Person who currently uses the Rothercare service** – *“Someone to call me to check if I am ok.”*
6. **Person who currently uses the Rothercare service** – *“Face to face call now and again”.*
7. **Person who currently uses the Rothercare service** – *“Daily welfare calls”.*
8. **Relative/Carer to someone who uses the Rothercare service** – *“Yes, my mother has mild dementia. I am a two-hour drive away (plus 2 hours back) and the only family member in the UK. I am her loving daughter. I’d like simple technical help for her, occasionally. Sometimes she will leave the house phone off the hook, and she doesn’t have a mobile, so I have no means of contacting her when this occasionally happens”.*

9. **Relative/Carer to someone who uses the Rothercare service** – *“One call every morning to ensure the person is awake and in good health”.*
10. **Person who currently uses the Rothercare service** – *“Cover if internet goes down and box doesn’t work”.*
11. **Person who currently uses the Rothercare service** – *“Too many of your questions imply that everyone knows about assistive technology, never mind that it’s available from Rothercare!”*
12. **Person who currently uses the Rothercare service** – *“They could be aware of the situation with my neighbours and when rocks are being thrown at my back door and bedroom window”.*
13. **Person who currently uses the Rothercare service** – *“A prompter response. At the moment calls go to one number (unanswered) then auto redirect to another. For the responders to be clear about the service as I was told they would contact emergency services for me but the last two times I tried this the call centre told me to hang up and call 999 myself”.*
14. **Person who currently uses the Rothercare service** – *“The option not to have Rothercare as part of my tenancy agreement. I do not like Rothercare. I have to pay for it and have it when I have a mobile phone, I can use to contact people for help”.*
15. **Person who does not use the Rothercare service** – *“A caring person centered service. Well trained staff are important, and I have experienced poor service”.*

### Does Rothercare provide value for money?



### Open Responses Summary:

Several additional comments highlighted that people were happy with the current cost of the service, with some willing to pay more for the service:

- *“Rothercare provides an excellent service and is worth all the money I pay for as it gives me a peace of mind. I am glad to have this service. If I do not feel well, I can press my pendant and a member of staff at Rothercare would come out to my house very quickly”.*
- *“It’s a great service, I would be happy to pay more just to have the peace of mind that I will have support if anything would go wrong”.*
- *“I know of no other service at a fraction of the cost”.*
- *“The Rothercare provides an excellent service for the cost you pay for”.*
- *“Would happily pay more”.*
- *“It’s worth every penny. It has been some time since I have needed assistance due to a change in circumstances, but the reassurance of having what is essentially this insurance policy is well worth it. I understand that additional services would likely involve additional costs but would be prepared to pay additional charges occasionally. Also, the reassurance of it being a local authority-controlled service is very important”.*
- *“Excellent value for money. In the 2 years we have had this system in our house we haven’t had the need to use it but knowing it is there is like having our own helper on hand 24/7. The relief to me has been enormous and the weight lifted off my shoulders has been immense. Keep up the wonderful work you all do believe me it is money so well spent - a bargain”.*

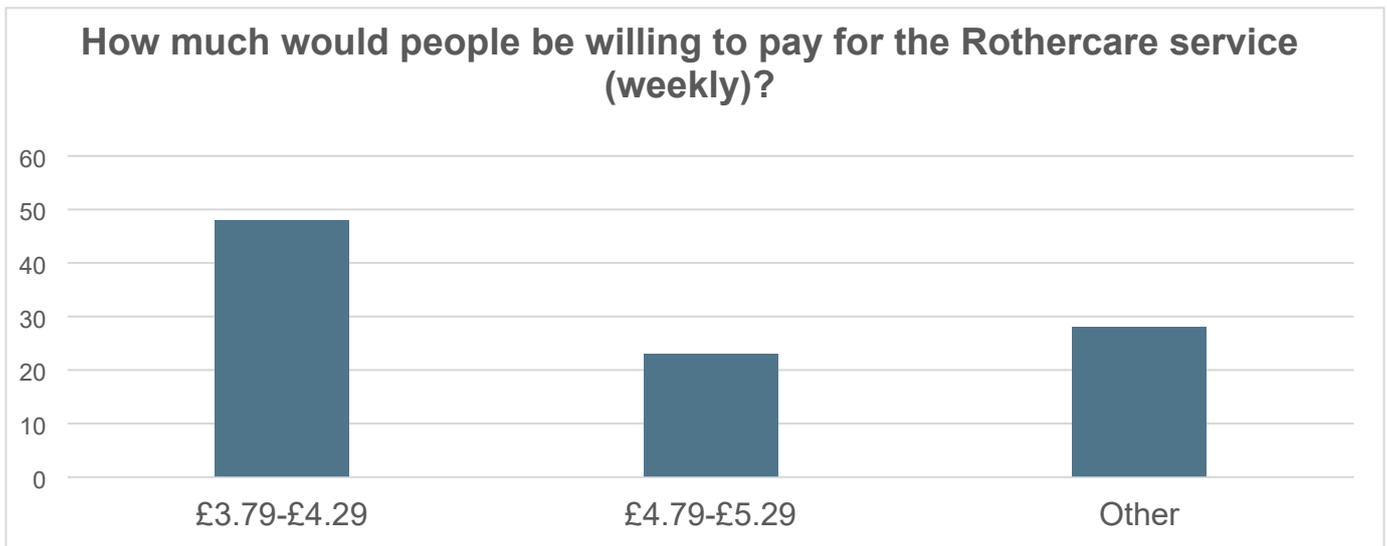
Conversely, feedback has captured numerous individuals in opposition to paying for the service due to not requiring it:

- *“I have to have it as part of my tenancy, but it isn’t required but I still have to pay”.*
- *“Paying for a service we don’t use and won’t. Money would be better spent elsewhere”.*
- *“I’m paying for a service I don’t have”.*
- *“I do not want to have Rothercare. I do not like that I am forced to pay for it due to being a tenant of Rotherham social housing. I think it should be a choice not a forced upon service”.*
- *“People should not have to pay for the service”.*
- *“As a non-user I would choose not to pay”.*

Other comments:

- *“Personal income should be considered”.*
- *“Costs for the elderly are expensive enough”.*
- *“Hold a thought for the elderly who may not be able to afford this”.*

## How much are people willing to pay weekly for the Rothercare service?



### Open Responses Summary:

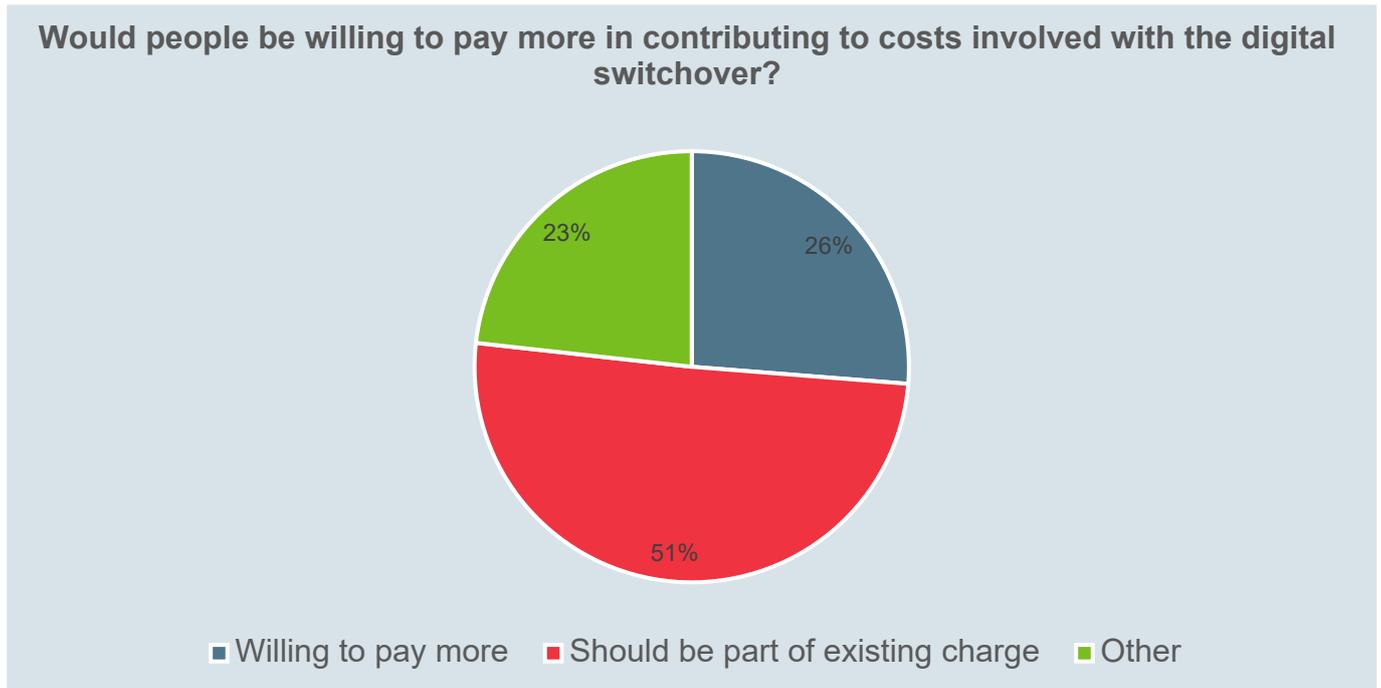
Several responses stated they were satisfied with the cost of the service, with some people again suggesting they would be willing to pay more than the costs outlined in the chart above:

- *"I would pay whatever is necessary to maintain the service".*
- *"Happy to pay £7 per week".*
- *"I would be happy to pay more for the excellent service".*
- *"Willing to pay more".*

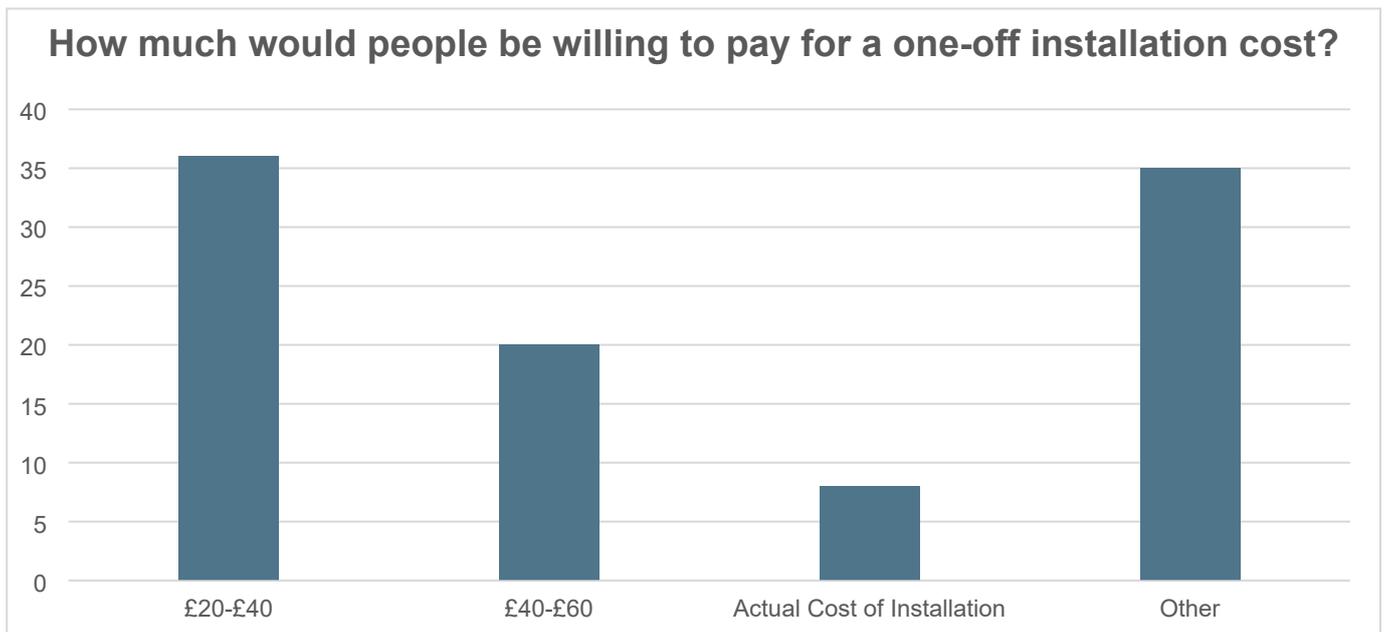
However, there were also further comments from people who feel they should not be expected to pay for Rothercare, or should at least have a choice:

- *"I wish you had a choice. Then people who do not want it would not have it included in their tenancy. I only pay because there is no choice".*
  - *"I wouldn't pay the current charge let alone if it was increased".*
  - *"None, the payment and these needs reviewing for the persons not requiring this service".*
  - *"I do not think anyone should have to pay for the service".*
-

## Would people be willing to pay more towards installation costs involved with the digital switchover?



## If RMBC did charge for installation, what do people think the one-off cost should be?



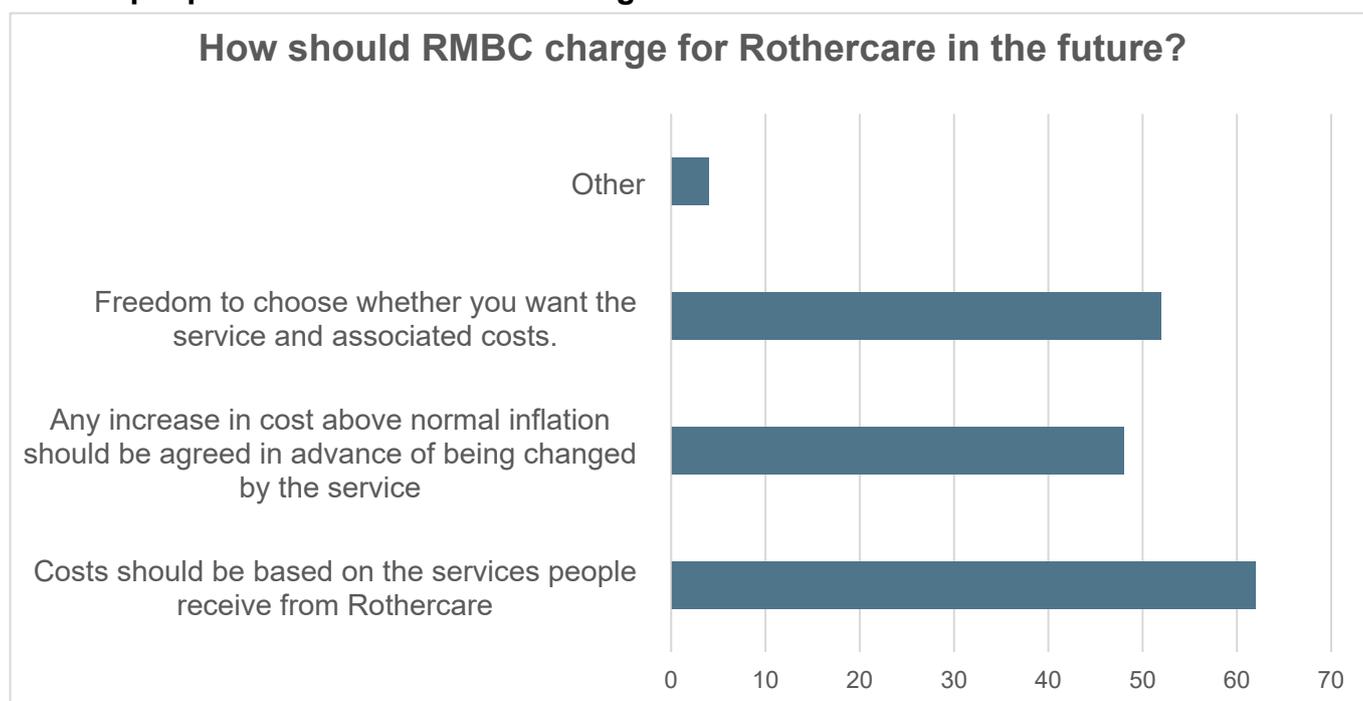
### Open Responses:

Those that responded to the above question with the answer 'Other', largely provided similar reasons for selecting this answer. These respondents broadly agreed the charge should be covered by the council as highlighted below. There were also some other explanations provided:

- "I've already said I think installation costs should be Council funded".
- "Nothing as we do not want this expense".

- *“I'm not sure how you'd achieve this (income/savings threshold or council tax band of property?) There's no reason that, say, higher rate taxpayers shouldn't pay the full cost of installation”.*
- *“You should not be charging for this”.*
- *“Half of actual cost”.*
- *“Pay 1/2 the cost of installing the equipment”.*
- *“I would refuse to have the equipment. Times are hard enough as it is without having to buy extra equipment. I have already got rid of broadband and landline because I cannot afford them”.*
- *“Other costs should be absorbed by the telephone companies. E.g. BT etc”.*
- *“I feel like costs for the elderly are expensive enough”.*

### How do people think RMBC should charge for Rothercare services in the future?



### Other comments about the consultation:

#### Positive Feedback:

*“An invaluable service that gives me piece of mind. Thank-you”.*

*“Just keep up the good work”.*

*“I hope the Rothercare service which I have now and the excellent service that is provided with Rothercare does not change. It provides me a peace of mind if I feel unwell that I can contact them on my pendant. I also check it every week and contact Rothercare to make sure the battery is working in case of emergency. Rothercare have said it is best to check to keep the batteries maintained with the pendant by contacting them with a test call every week which I always do”.*

*"I find Rothercare to be of excellent service that is provided. It gives me a peace of mind that if I am unwell, I can press the button on my pendant and a member of Rothercare will be able to come to my house".*

*"No, other than I consider Rothercare to be a very good service. And one that allows me to live alone without the worry of falling, etc. Which is very important to my peace of mind, and therefore my health. Thank you, and well done.*

*"Rothercare is an important and valued service and should remain a high priority for Rotherham Adult Social Care provision. Living independently in one's own home with confidence and in safety should be supported and encouraged".*

*"I can only stress how important this service is and the need for it to be viewed alongside broader issues, particularly the pressures on emergency services. Having the equipment at home, the assurance that the service brings, and the quality of the staff who have helped me previously are extremely important to me and a very good example of how local authority services, social services and health services can combine to provide broad-based support to keep vulnerable people safe at home".*

*"Great service. Thank you".*

*"On the rare occasion we have used the service, I found the response from the Rothercare team. Very considerate and helpful also reassuring".*

*"Please continue what Rothercare does so well AND offer more which is chargeable".*

*"No. I am so happy with the amazing work you already do. I think this is something that has to be thought out very carefully. The wonderful staff answering to our needs need paying and so do the admin, but we have to be careful that the system doesn't cost too much that people can't afford it. A happy medium needs to be fixed so everyone is happy".*

### **Mixed/Negative Feedback:**

*"Charging for installation and charging more for the service itself could put it out of the range for some people on low incomes. A small increase followed a few months later by another small increase would I think be more acceptable to most people".*

*"I worry that if it goes up too much, I might not be able to afford it".*

*"Hopefully a majority of users or their family will complete the consultation and have an impact on the outcome, rather than the council already deciding the action they will take. The service needs to remain accessible for all and provide good value for money, especially with other cost of living expenses being high.*

*"Have you considered making the cost means-tested? Some are more able to pay than others".*

*"Sorry but Rothercare isn't for me. And I look forward to the day when it isn't part of the Rotherham social housing tenancy agreement".*

*"We wish the ruling of having to pay for this service when not needed".*

*"When I signed for my bungalow in Nov 22, I was told I would have to pay for Rothercare if I wanted it or not (which I didn't think was fair) so I agreed to have it fitted and I am still waiting about. £14.10 each month for 10 months = £141 and still no equipment fitted".*

*"If costs were applied for the use, I get out of it, it would be free in my case, only have it because I have to, as charged anyway".*

*"It is time the Rothercare service was removed from the tenancy agreement for council tenants. It should be a choice. It should not be mandatory. Times are tough and people should be able to choose if they want Rothercare or not".*

*"I would appreciate more provision for blind people. I am unable to respond to this personally and have to ask a friend to do it for me due to my visual handicap - I can neither go online nor attend a drop-in session. Being contacted in my own home, by a visit or a phone call would make me feel more included in this process".*

*"There should not be a mandatory charge. I will take this to the national newspapers if the mandatory charge does not come off as part of this consultation. I have paid the charge for 18 years (£3k plus) and never been contacted out of courtesy. I have tried for years to stop paying this. I don't want or need Rothercare and never have. I also used to be forced to pay for the old home help charge and never needed this service. Some people don't pay any rent and get Rothercare free. It is wrong on principle. I have contacted Councillors, asked Rothercare, contacted housing, and I have never got an answer – very angry".*

*"I am beyond disgusted in the Rothercare service. My elderly nan who suffers with severe heart failure has been declined assistance every time she has pressed for assistance! What is she paying this service for? My grandad who lives with my nan, who can I say has early dementia, called for assistance with my nan and was declined as they said they were too busy to come and assist. Not one person rang any of our family members to say my nan was in need of assistance - instead said they were busy, and they couldn't do anything and left my nan to suffer!! Disgusting to say you are supposed to be there to help people! Further to this my nan has had to have all nurses out to her because of this matter but once again you are happy to take her money but not provide a service".*