

Scottish Borders Council

Stage 2 Evidence Gathering and Consultation

A. Title of Proposal:	New Care Village in Tweedbank
B. Service Area: Department:	Infrastructure & Environment Capital Projects
C. Lead Officer: (Name and job title)	Lynn Medley Project Manager
D. Other Officers/Partners involved: (List names, job titles and organisations)	Chris Myers, Director of Adult Social Work and Social Care, SBC Julie Glen, Head of Adult Social Work and Social Care, SBC John Curry, Director Infrastructure & Environment, SBC JM Architects – various colleagues Luke Prosser, Project Manager, Turner & Townsend Scott Brown, HubSE National Development Team for Inclusion Christine Proudfoot – Dementia Nurse, NHS Stirling University Dementia Unit
E. Date(s) IIA completed:	November 2024 – following completion of the current design stage and community engagement.

Section 1 Data and Information

A. What evidence has been used to inform this proposal?

(Information can include, for example, surveys, databases, focus groups, in-depth interviews, pilot projects, reviews of complaints made, user feedback, academic publications and consultants' reports).

Background and Project Need

In 2018, Scottish Borders Council approved the proposal to build a new care village in Tweedbank, to replace existing facilities in Galashiels (Waverley), and Tweedbank (Garden View) with a modern purpose built facility to enhance care delivery and outcomes for residents.

The design of the new care village, and internal layout of the building has been designed to ensure that the service can be delivered in a way that improves safe working practices, dignity and respect for service users, and considers dementia best practice. The design has also considered the Councils commitment to 'Clean Green Future' and how best to maximise the potential of the available land and surrounding environment.

Consultation and Involvement Finding

The National Development Team for Inclusion (NDTi) were commissioned to carry out consultation with staff, partner agencies, community groups, residents, families, minority groups and the general public which commenced in May 2022. NDTi carried out a series of engagement events in Hawick, Galashiels and Tweedbank to listen to feedback and, where appropriate, make recommendations for adjustments to the proposal. During this time, NDTi were asked to ensure consultation included the views of those who did not have English as their first language and those of the LGBTQ+ community.

A formal consultation was undertaken as part of the planning application process in October 2023 by holding two drop-in events. The drop in sessions included boards explaining the proposals, and an opportunity to comment on the design proposals. The completion of this consultation process and a review of the comments made, allowed for the submission of a full planning application in September 2024. In July 2025, full planning consent was granted allowing the project to move to the detailed design and construction stage.

Stirling University Dementia Unit have been extensively consulted throughout the project to ensure the new build meets the best possible standards in dementia care.

B. Describe any gaps in the available evidence, then record this within the improvement plan together with all of the actions you are taking in relation to this (e.g. new research, further analysis, and when this is planned)

There are some enhancements to the landscape that could be included to further improve dementia care and mental health and wellbeing. This will be an opportunity to further develop the landscape in line with service user requirements.

Section 2 Consultation and Involvement

A. Which groups are involved in this process and describe their involvement

SBC Officers, NHS, Voluntary sector, staff, residents, families and friends of residents, the general public, community groups, GP's, Eildon Area Partnership, Eildon Hub, Border Older People's Partnership, LGBTQ, Care Inspectorate, Scottish Ambulance, Fire and Rescue Services were all asked to input to the design requirements.

B. Describe any planned involvement saying when this will take place and who is responsible for managing the process

No further consultation activities are planned currently. When the new facility opens in 2027, further consultation will be undertaken by the Adult Social Care Service to identify any further requirements

C. Describe the results of any involvement and how you have taken this into account.

Comments received and incorporated into the design have been broken into themes:

Physical and mental disability

The proposed design of village has been adapted to reflect best practice for people with dementia – specifically corridors, doors and how people move around so that stress and distress is minimized

There will be a safe but well disguised perimeter around the village to allow free movement within a safe environment to maintain people's right to roam

The design was updated to ensure adequate space for mobility aids and assisted living equipment

Specialist input was obtained from sensory services to ensure requirements for the deaf community are met and installation of a loop system incorporated into the design.

The blind community will be assisted by brail on signage

The design was adapted to incorporate an accessible adult changing area

Building community links and equality

Space has been incorporated into the design to ensure the community can use the building and integrate with residents and allow residents to practice their faith.

Toilet facilities that promote equality have been incorporated into the design to remove any barriers to care and access, participation in care village life, or employment within the care village

Further Comments

Full details and responses to comments received are detailed within the separate Statutory Planning Consultation Report, all have been addressed to the satisfaction of the planning approval

All comments relating to how the service should be delivered have been passed on to the operational staff within the service to implement once the building is operational.

D. Describe any events held and views obtained (if applicable). Add or remove as needed.

Events

Date	Venue	Number of People in attendance	Protected Characteristics Represented
30/05/22	Newtown St Boswells	12	Physical and mental disability
09/09/22	Teams	8	Disability
24/10/22	Tweedbank Community Centre	20	Age, Religious Belief and Disability
27/10/22	Café Recharge	16	Age, Religious Belief and Disability
01/11/23	Teams	6	Age
01/11/23	Eildon Area Partnership	15	No details available
17/11/23	Eildon Hub	6	No details available
20/01/23	Borders Older People's Partnership	6	Age
20/01/23	Teams	2	Gender reassignment, Sexual Orientation
15&16/11/23	Waverley Care Home	21	No details available
25/10/22	Old Gala House	8	No details available
04/10/23	Inspire Academy Tweedbank	38	No details available
25/10/23	Inspire Academy Tweedbank	32	No details available

Views Expressed	Officer Response
Proposed design of village needs to be adapted to reflect best practice for people with dementia – specifically corridors, doors and how people move around so that stress and distress is minimized	Design updated to align with best practice
Design needs updated to ensure adequate space for mobility aids and assisted living equipment	Design updated in line with discussion
Design to be updated to allow for couples and family to share rooms	An interconnecting door to be place between 2 rooms in each unit to allow these to be turned into accommodation for more than 1 person

Discussion on safety and people's right to roam	<p>There will be a safe but well disguised perimeter around the village to allow free movement within a safe environment with secure entry and exit points through a reception area.</p> <p>Dementia awareness training will be mandatory for all staff and available to the community.</p>
Need to consider requirements to assist the deaf community to live independently	<p>Seek specialist input to ensure requirements are met and investigate installation of a loop system. Meeting with Sensory Service to be held.</p> <p>Work in partnership with Deaf Action to deliver Staff training and awareness</p>
Need to consider requirements to assist the blind community to live independently	<p>Seek specialist input to ensure requirements are met and look at brail requirements for signage</p> <p>Seek specialist input to lighting options for partially sighted residents and visitors</p>
Food preparation & menu planning needs to take account of specific dietary requirements	<p>Segregation of food prep areas/utensils for specific dietary requirements, e.g. allergens, halal</p> <p>Training to ensure better knowledge around menu planning</p> <p>Display of allergens and ingredients on menu</p>
Older people in Tweedbank (and Galashiels) should be able to use facilities at the care village with activities in the Residents and Social Hubs open to older people being cared for at home with dementia and/or physical disabilities	<p>The project will build this into its work plan to ensure this is possible. Will be included on the equalities tracker to ensure this is completed.</p>
The importance of intergenerational activities – in the Social Hub and gardens - and activities for children from the local community	<p>The project will build this into its work plan to ensure this is possible. Will be included on the equalities tracker to ensure this is completed.</p>
The importance of faith and residents being able to continue to worship was raised and it was noted that religious services could be run in the village hall area and private spaces were available in all of the houses. There should also be consideration of how residents could continue to attend their local church or other place of worship as this is an important spiritual and social need.	<p>The project will build this into its work plan to ensure this is possible. Will be included on the equalities tracker to ensure this is completed.</p>

People were surprised that the care village was being built for 24-hour residential care and did not include any sheltered or supported accommodation. They suggested that sheltered/supported housing could be part of the wider site development in the future.	This has been raised with the Wider Programme for consideration as a possibility in an adjoining zone.
The disabled bathroom in the social hub could be adapted to provide an accessible adult changing area for people using a broad range of activities as there is a lack of such provision in the area.	The design has been updated to reflect this requirement
The layout and design of any communal bathrooms and shower areas needs to be carefully considered as part of the planning and design process. To accommodate gender fluidity the advice is to have gender neutral bathrooms in communal spaces wherever possible, including staff changing areas and the social hub, but with private spaces available within any communal areas.	The design will be updated to reflect this requirement Will be included on the equalities tracker to ensure this is completed.
In terms of staff training, staff need always to consider a resident's gender and whether a resident is gay, lesbian or has transitioned. This is particularly important for people with dementia who may have come out later in life or have lived their life as a gay person but may forget this due to their condition and may need to support to manage this	This requirement will be included in the training plan with all staff trained prior to the opening of the Care Village. Will be included on the equalities tracker to ensure this is completed.
Careful thought will be needed to integrate short term step up/ step down places into the development, respecting that for many people it will be their home	Will be included on the equalities tracker to ensure this is completed.
Nursing support will be required for some people - access to this will be important to maintain people with complex needs in the care village for as long as possible	Will be included on the equalities tracker to ensure this is completed.
There needs to be adequate skilled staffing to care for and engage people with dementia. Use of volunteers can be	

<p>helpful but should not be relied upon to run activities in the home without appropriate staff support and training</p> <p>Need to consider the specific internal design of the building to for people with dementia – it is important so consider the use of colours for people with dementia</p>	<p>This will be added to the training requirements and completed prior to the opening of the CV. Will be included on the equalities tracker to ensure this is completed.</p>
<p>Personalisation is important and need to ensure people can bring in familiar personal belongings into the care village</p>	<p>This has already been agreed as good practice and will be possible.</p>
<p>There must be very individual, personalised care plans to ensure residents can use or benefit from the kitchen areas and activities in the residential and social hub with support</p>	<p>Individual Care plans are already in place and are constantly updated to reflect resident's outcomes and to ensure plans are of high quality.</p>
<p>The facilities at the care village should be open for access by people with dementia living in the community. This will need a range of different activities (e.g. art, music groups) and support for people to be able to enjoy and feel comfortable when using them.</p>	<p>This is the vision for the care village and a specific group will be set up to look at this.</p> <p>Will be included on the equalities tracker to ensure this is completed.</p>

Stage 3 Summary and Next Steps

Section 1 Summary

Summarise what you have learned then develop this further.

(Describe the conclusion(s) you have reached from the evidence, and state where the information can be found.)

Please consider the following:

What have you learned from the evidence you have and the involvement undertaken? Does the initial assessment remain valid?

What new (if any) impacts have become evident?

Is the proposal not to proceed because of a disproportionate impact on equality or Fairer Scotland characteristics?

The design of the care village has changed and evolved because of the engagement and stakeholder discussions undertaken during this current design stage to better meet the needs of those with protected characteristics.

A. Please indicate if the proposal will proceed

- ☒ Yes, please see below section 3 for next steps
- ☐ No, the proposal will not proceed based on disproportionate impact on equality or Fairer Scotland characteristics

Section 2 Sign Off

Signed by Lead Officer:	Lynn Medley
Designation:	Projects Manager
Date:	12/08/2025
Counter Signature Director:	
Date:	1 September 2025

Section 3 Monitoring and Review (complete if relevant, remove if not)

B. State how the implementation and impact of the proposal will be monitored, including implementation of any amendments? For example what type of monitoring will there be? How frequent?

Further work will be carried out with Stirling university dementia unit, local dementia specialists, care staff, residents and families to ensure appropriate colours and furniture are in place.

During the final stages of construction, staff will be familiarised with the new building and layout through site visits and orientation exercises ahead of residents moving into the building. Where appropriate residents will also be asked if they would like familiarisation visits.

Within the first 3 months, staff, residents and families will be asked for views on the new facility and any identified improvements to furniture, signage, care delivery, etc will be implemented where possible.

Following opening, a short term soft landing process will be implemented to ensure that the building operates and functions as intended. This will be followed up with a more comprehensive post occupancy evaluation (within the 1-3 years of opening timeframe).

C. What are the practical arrangements for monitoring? For example who will put this in place? When will it start?

The project team, working with the adult social care team will monitor this throughout the project until 3 months post occupancy

D. When is the proposal due for review?

N/A

E. Who is responsible for ensuring that this happens?

F. Please indicate if you have developed an Action Plan to take forward any remaining actions

- ☒ Yes, please see attached on final page
- ☐ No, no further actions required

Section 4 Action Plan (complete if relevant, remove if not)

Action Owner Name: Projects Manager/Adult Social Care Operations Director	Action Date: Summer 2025 until Autumn 2027
What is the issue? Remaining actions required as described in monitoring and review section and operational changes that will be implemented by the service	
What action will be taken? <ol style="list-style-type: none"> 1. Familiarisation visits 2. Engagement with staff and residents in colour selection, and furniture 3. Soft landing process prior to and following bringing the care home into the operational phase 4. A plan will be developed by the service to cover the identified operational changes in service delivery and the transition from existing care homes to the new facility 	
Progress against the action:	
Action completed:	Date completed: