

London Borough of Hounslow

Appendix 1

LEARNING DISABILITIES AND AUTISM SUPPORTED ACCOMMODATION SERVICE

49b Star Road
Respite Care

2018

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1. INTRODUCTION AND CONTEXT

1.1 Purpose

This appendix sets out the care and support requirements for delivery of the LIFE Learning Disabilities and Autism Supported Accommodation Service Respite offer. Respite (Short Break) care and support provides eligible Service Users with a planned break, which may be facilitated in a range of different ways to best suit the Service User and their Carer(s).

Respite complements the range of other services currently available to adults with learning disabilities and their Carers, and forms part of the range of options available to meet Service Users' assessed needs. Respite care and support has a significant impact on a Service User's independence and choice in supporting Carers to continue caring and thus enabling Service Users to stay in their own homes for as long as possible.

This appendix should be read in conjunction with the main Hounslow Learning Disabilities and Autism Supported Accommodation service specification and any other related appendices. Unless stated otherwise, expectations outlined in the main specification apply to this appendix.

As with the main specification, the conditions set out in this appendix may be subject to change and innovation throughout the lifetime of the Contract, in line with local needs and strategic priorities.

1.2 Provider Requirements

In addition to the provider requirements outlined in the main specification, to effectively deliver the required Respite care and support, we are seeking a provider that:

Has experience of providing a range of joint respite and supported accommodation models with a deep understanding of the needs of people with learning disabilities and/or autism (including those with high and complex needs and behaviours that challenge) and their Carers.

2. SERVICE DESCRIPTION

2.1 Overview

The Authority is seeking to commission Respite care and support for adults with learning disabilities and/or autism in Hounslow.

Respite in this context will offer short term care and support to Service Users to provide a positive break for individuals, their Carer(s), and families. In addition to the aims outlined in the main specification, Respite care and support will specifically aim to:

- Sustain and strengthen the caring relationship between Service Users and their Carers
- Promote Carer health and wellbeing
- Improve Carer quality of life by enabling Carers to have a life alongside the caring role
- Prevent crisis situations and placement breakdowns

Respite care and support in this context is:

- Provided directly to the Service User
- Temporary, ordinarily no longer than a three week stay
- Based in a supported accommodation setting
- Included in the Service User support plan

Respite care for service users in this form is not:

- Provided directly to the Carer(s)
- Support in the Service User's own home by a temporary Care Worker
- A place at a day centre
- A short break away from home for both the Service User and their Carer together
- Replacement care for Care Worker absence, e.g. when a personal assistant goes on holiday. Service Users should use their Personal Budget to purchase replacement care for when their personal assistant is absent
- When a person is discharged from hospital as medically fit into a residential unit because they are not yet able to return home due to the property not being suitable. This is not respite care but a short stay.
- A substitute for a nursing or residential home
- Direct Payments cannot be used to manage Council managed services.

The Provider will have access to at least seven units for respite care and support. One unit will be reserved for unplanned care and support but may be utilised if the relevant Service Users, Carers, and Social Workers have been informed that their respite may be cancelled up-to, directly before, and during the respite period and make flexible arrangements accordingly.

Good Respite should:

- **Be Flexible** – providing choice and able to meet Service Users' changing needs but is also predictable and reliable;
- **Be timely and responsive** to changing needs and circumstances
- **Form part of a continuing programme of care and support** that is monitored and reviewed regularly
- **Provide feedback to Carer(s)** on what has happened during Respite and enable Carer(s), if they choose, to resume or, with suitable training and support, expand and optimise their caring role
- **Take account of the information and support from other stakeholders**
- **Benefit both** Service Users and Carers
- **Work as a partnership** – the Provider, Service Users and Carers should be at the heart of the design and delivery of services.

2.2 Service User profile and eligibility

The Provider will be expected to meet a wide range of care and support needs, as outlined in the main specification – it will ensure that all care and support provided is most appropriate to individual Service Users. Please see below the eligibility criteria specific to the Respite offer:

Eligibility Criteria

1. Applicants must be aged 18+ and be eligible for support as defined in the Care Act 2014
2. Applicants must be known and open to the LBH Community Learning Disabilities Team (CLDT) or the LBH 0-25 Disabilities Team.

The Service will support Service Users who have been assessed by the Authority as needing Respite as part of their support plan. All Respite determined as part of Service User support plans is included in their Personal Budget. Support Plans and Personal Budgets are not time limited but subject to review, at least annually, where the value of the budget may change depending on need.

2.3 Pathway

The Authority will manage access to the Respite offer and will have 100% nomination rights. It is expected that the Provider will accept all referrals from the Authority. Should the Provider disagree with a referral they should appeal to the Authority and collectively co-develop an alternative plan.

LBH will provide access to a Brokerage Officer to ensure good communication and coordination with the Provider. The role of the Brokerage officer will be to organise and facilitate planned and unplanned (emergency) Respite placements in partnership with the Provider, Service Users, Social Workers, and families.

Respite placements (planned and unplanned) will in most instances last no longer than three weeks. Placements will be coordinated through the Brokerage Officer and exceptional circumstances discussed with LBH management, should there be a need for a longer period.

Planned Respite

Referrals for planned Respite will be made by secure e-mail requesting the times and dates when Service Users will require the care and support. Should there be issues around capacity, the Provider will work with the Authority to agree an alternative plan and solution.

Referrals for planned Respite should be made no less than one month in advance.

The referral email will include relevant information to ensure placements are safe and appropriate – this should include (as relevant) the Service User's care and support plan and positive behavior plan.

Unplanned Respite

In instances where Service Users require unplanned short-term care and support and the emergency placement unit at 49c Star Road is full, the Authority may make a referral for unplanned Respite.

Unplanned care and support may be required when a Service User's usual Carer is unavailable at short notice, for example where they are unwell or in hospital leading to a breakdown in care/ caring arrangements. The service is not intended to be a substitute for normal respite care to cover non-emergency situations.

Referrals for emergency short-term placements will be treated as a priority by the Provider, who must respond to referrals within 24 hours and commence the placement as soon as practically possible and no later than 5 days after referral.

The Brokerage Officer will liaise with the Provider, service user and carer to notify individuals of any changes to planned respite resulting from the need for unplanned respite.

Where possible, Service User care plans will be provided. In exceptional circumstances there will be at least a verbal discussion regarding the needs and risks of the client.

2.4 Hours of service delivery

Services will be available seven days per week. We expect the service to possibly close across the Christmas period.

The Provider must ensure adequate staffing arrangements are in place to ensure safe delivery of a high quality service.

2.5 Staff requirements and competencies

Service Users will be supported by high quality, experienced and knowledgeable staff. Alongside the requirements outlined in the main specification, Respite staff must:

- Have an excellent understanding of behaviours that challenge
- Be skilled at managing crisis situations

2.6 Transport

The Provider is required to make arrangements to meet the transport and travel requirements of Service Users, and to promote person-centred solutions to transport which maximise independence, choice and control, such as respite activities in line with the Service User's care plan. This does not include transport to and from the Service Users permanent home. A variety of transport and travel methods should be considered by the Provider in seeking to make suitable arrangements to meet the transport and travel needs of each service user. The Provider will need to ensure transport organized is safe and suitable in meeting a Service User's individual needs. Risk assessments should be carried out where appropriate.

3. MONITORING

3.1 Metrics

In addition to the performance measures outlined in the main specification, for the emergency short-term unit the Provider will report on:

- Length of respite care
- Frequency of respite care
- Frequency of emergency bed use
- Length of emergency bed use
- When there are voids in use of beds

Performance Standards:

1	Service Users receiving respite care receive the same high quality service as permanent Service Users.
2	Service Users and their support networks receive all the necessary information about the Service in order to jointly make an informed choice about receiving respite care and support in the setting.
3	Service Users' right to privacy and dignity is maintained during their respite break. Service Users preferences are documented in their records and are taken account of by all staff.
4	With the Service User's consent, Carers will be kept informed of the Resident's wellbeing and progress during their respite break. The Provider will work with Carers in advance of the respite stay to decide and agree on the level of communication the Carer would like during the stay.
5	<p>The Provider will draw up an initial Care and Support plan on the first day of admission (it is expected that this respite care and support plan will be consistent with the service user's existing care and support plan).</p> <p>The Care and Support Plan will be proportionate to the length of stay and needs of the individual. It will be drawn up by the Provider not more than two days after their admission with the following requirements:</p> <ul style="list-style-type: none">• The plan will be drawn up with the Service User and their support network so they are encouraged to determine their own needs• The Plan will include the outcomes from the Service Users care plan and will describe in detail the way they are to be achieved

	<ul style="list-style-type: none"> • Attention will be given by the Provider to ensure the plan is person-centred on the needs of the Service User, reflecting their background, qualities, abilities, interests and preferences • The plan will also include risk assessments, risk management plans and mental capacity assessments as required.
6	The Provider ensures that Service Users staying for a time-limited period have the same opportunities as permanent Service Users to inform and influence service design and delivery.
7	Service Users will continue to be registered with their usual GP during the period of their respite stay. Where this is not possible, the Provider has an agreement in place with the local GP surgery to provide GP care for respite Service Users.
8	<p>The provider will ensure that Service Users are treated with dignity and respect and that risks are managed appropriately and that people are safeguarded from any form of harm or abuse. This includes:</p> <ul style="list-style-type: none"> • Provider being compliant with protecting adults at risk • Provider has clear quality assurance processes in place to ensure accurate and safe administration of medication, where applicable • Provider completes an assessment of risk for all Service Users, to include manual handling and health and safety assessments as required.