

Consultation feedback and responses on the Learning Disabilities and Autism Supported Accommodation Services Specification and Appendix 1, Respite Specification

Comment made	Response	Feedback included	Reason
Having read through the document, whilst we agree with your vision as an ideal, what we feel is lacking, is any specifics about the level of care that your service users will receive. It is not clear what level of "integrated support" or "supported accommodation" is being proposed. The definition of "integrated support" makes little sense. The document refers to "dignity and respect" and "person centred". How does this document ensure that the level of care for each individual, as they know it, will not be compromised? Our comments on this document are academic unless, and until we know: Whether the level of care is to remain the same. Whether service users will be labelled high, medium or low dependency. Precisely what level of care the service user would receive, within each scheme, if it not to remain the same. This document is omitting the relevant breakdown of how each level of care is determined for each individual. It is what has not been included in this document that concerns us. Without the specifics, this whole proposal suggests a cost saving exercise with little regard to individual's safety. This is a significantly risky strategy for an organisation that deals with vulnerable adults, particularly as safety is listed as one of your priorities. Your strategy for ensuring and measuring safety is not demonstrated anywhere in this document.	The term integrated support essentially brings together a number of services under one service provision to ensure that an individuals needs can be addressed in a more comprehensive manner than previously had been provided by multiple contractors. The integrated support service is a key aspect of the LIFE programme and is included within the context of this specification to help form an understanding of how a range of services will work towards the aims and vision outlined. The services will be subject to monitoring arrangements and the Provider will meet with the Local Authority contract management team to ensure services are performing. All service users will be subject to a statutory review as part of the Care Act 2014. The London Borough of Hounslow does not agree that the safety of individuals will be compromised. The specification outlines the requirement for the Safeguarding of vulnerable adults. This is referenced numerous times within the specification in line with LBH policy. Safeguarding will be monitored as a key performance indicator.	No	This is covered appropriately in the service specification
Page 10 - Eligibility Criteria 16+ - yet to be agreed	The supported housing services will be able to be utilised by people aged 16+ (but this does not include the respite provision). It is anticipated that the numbers requiring this will be relatively few but is included to ensure that where it is deemed suitable by social care for the placement to be made we are not restricted by age.	Yes	This has been included in the service specification
"Know and open to CTLD" - most clients are not "open" so what does this mean in reality	There is no change from the existing use of the supported housing schemes. It is intended that the supported housing services included within the tender are to be used by people where the borough has a statutory duty to provide care and support. Therefore the services will be used by people who have been assessed by social care and are known or open cases.	No	This has remained unchanged
Page 10 Section 2.2 "Work with..." - this should include families as well surely	Yes	Yes	This has been included in the service specification
Page 13 (outcome measure 4.2) Should say "Service users are able to access..."	Yes	Yes	This has been included in the service specification
Page 14 - 16+ same comment as above	The supported housing services will be able to be utilised by people aged 16+ (but this does not include the respite provision). It is anticipated that the numbers requiring this will be relatively few but is included to ensure that where it is deemed suitable by social care for the placement to be made we are not restricted by age.	Yes	This has been included in the service specification
Page 15 - Example Case re Josh - name changes to Gary!	Corrected	Yes	This has been amended in the service specification
Page 28 - First Para Should something be included about SU's who do not have capacity and cannot give consent i.e. including their families in this?	Agreed	Yes	This has been included in the service specification
Page 35 - Young People with LD. What age? 16 to 25? Also it does not state level of support. Some young people may need High, some Medium and some Low. Will they be "streamed" accordingly.	The provider will be expected to manage a variety of needs from High to Low within the block payment provided.	No	This is already covered in the service specification
Same comment about LD with PD	The provider will be expected to manage a variety of needs from High to Low within the block payment provided.	No	This is already covered in the service specification
Page 37 - I understand the LIFE concept but why does any provider have to have this logo?	This has been included to ensure that services are consistent with the aims of the LIFE programme and to promote greater awareness of the objectives of the LIFE programme.	No	This is already covered in the service specification
Page 42 - I'm very glad to see that Hounslow wants to pay London living Wage. Will that be taken into account on the price for the schemes. Also does this mean that LLW will be agreed for schemes with current providers as staff recruitment can be very difficult in Hounslow?	Yes	No	This is already covered in the service specification
Page 52 - Level of Service - High Support Schemes: you do not specify Level of night-time cover. Would it be waking night plus sleep-in?	The intention of the specification is to not be overly prescriptive on the staffing in order to ensure that the service provider is able to use their knowledge and expertise to manage the total provision in a flexible and innovative way, whilst meeting the assessed needs of the clients that reside in the services. The specification makes clear the requirement of the provider to meet the needs of clients placed in the services.	No	This is already covered in the service specification
General Comments 16+ - I don't have a problem with this. I would suggest that perhaps 16 -20 year olds could be separate from 21 - 25 year olds.	The provider will be expected to manage a variety of needs from High to Low within the block payment provided. Unfortunately the ability to further categorise younger adults was deemed not possible within the current stock as we believe the demand would not justify this.	No	Not appropriate
Tenancies - will the Service Users now have Assured Shorthold Tenancies - even those currently on Assured (Lifetime?) Tenancies?	This question relates to housing management and is not related to the support and care provision in the service specification. This question can only be answered by the existing housing manager related to the tenancy. All current legislation regarding housing tenancies will apply.	No	Not appropriate
Level of Support The three levels of support seem about right to me. However - each level covers quite a broad area. You will need to be mindful of the following: LD and autism in the same scheme may not be a good mix. People with High Support can be very varied from "Challenging Behaviour" to those with PMLD who need 24-hour personal care. The 2 may not mix. It is very important to match people with the other residents already in a scheme (whatever level of support). There have been some well-known and costly disasters where this has not worked. Young People and People with PD are also many and varied - there is not one size fits all so advance-planning is needed to ensure any move goes smoothly.	This is agreed and is incorporated in to the service specification.	Yes	
If current service users in SH are to be moved from their current House to another this needs to be tackled sensitively and without pressuring them. This will only have an adverse effect. Put yourselves in their shoes - change which you have no control over never feels good!	Service Users would only be required to move following a Care Act assessment, where the need for a more suitable service was identified. However it is clear that if service users are to consider and potentially move to different accommodation this will need to be carefully considered and planned out in order to reduce anxiety and stress.	No	Not appropriate
Section 2.1 Service Eligibility Last Bullet Point - This does not seem to make sense when talking about Respite Care.	The specification has been updated and this bullet point removed.	No	Deleted
Section 2.1.1 Service Description Does this mean 7 beds plus 1 for Unplanned Care (i.e. total 8) or is the Unplanned Care bed included in the 7 - not clear	The respite unit has a total of 7 beds, 1 of which may be used as a bed for unplanned care. Should an individual request respite we expect the provider to notify the carer that they are using an unplanned care bed and therefore the respite may be subject to late notice cancellation.	No	
Section 2.2.3 Identifying the Service User Applicants 16+ - yet to be agreed	This respite service will be solely accessed by individuals who are 18+ . This has been decided after consultation and discussion with residents, families and stakeholders.	Yes	Amended to 18+
Applicants "known and open".... What does this mean as most cases are not "open" but only opened when necessary. Most people do not have a named SW.	The term 'known' to the CLDT means an individual that has been assessed via a Care Act assessment as being in need of social care. 'Open' cases refers to individuals that have been assessed for social care and are on the CLDT register.	No	Not appropriate
Section 7.1 Performance Standards Section 4 - "With Service User consent..." - What is SU cannot give consent? Will a Best Interest Meeting be sufficient" - should that be mentioned	This would be decided in accordance with the requirements of the Care Act 2014 and related guidance.	No	Not appropriate
I attended a meeting at Thornbury Road with "Speak Out". The meeting fed back to service users and their families that the situation at Thornbury Road would remain unchanged due to the feedback received from previous consultations. This brought great relief to all, with the anxiety lifted.. My family member, who has lived at the address for 20+ years, is well settled in the house. (I consider the service users and carers as a family). Whilst I appreciate what the London Borough of Hounslow are attempting to achieve for the future, to consider moving a person with 'special needs' at any time in their lives has its risks. (Comment summarised to remove any identification)	Service Users would only be required to move following a Care Act assessment, where the need for a more suitable service was identified. However it is clear that if service users are to consider and potentially move to different accommodation this will need to be carefully considered and planned out in order to reduce anxiety and stress.	No	Not appropriate
It is important that activities and holidays happen - in main spec, include in respite spec	This has been amended to be included within the respite specification	Yes	The main specification has been amended to include the offer to service users of the respite service
I'm extremely worried about staffing levels and quality of care if you change Contractors. We all are aware that many of long standing and high valued staff left when Council contracted out their services few years ago. I do understand Council didn't cut funding but every Contractor is looking for profit. Lower pay ,staff cuts or Agency staff that reality is . We carers lost Triangle due to cuts already as is only in reality walk inn centre rather as before supported activity centre. Parents looking for their adults children are left with Respite only. Are we being punished for not sending our children to supported or residential units ? Would like to remain Council that my son is not getting any Council Tax reduction and any expenses for water ,electricity,gas,food, clothing are not taken in the account when getting Care Package. Don't carers deserve holidays. ? As for now we only getting punishment for being a Carer .I witness myself how agency staff performs ,not only with learning disability clients but old people care too. Can give plenty of examples if anyone interested. Quantity is not better than quality in most of the cases.	The LA is committed to seeking innovative solutions that can enable people to live in the least restrictive way whilst promoting their independence and wellbeing. Therefore the specification is focused on ensuring the needs of all service users are met and does not distinguish exact staffing levels. This is a conscious plan to enable a greater level of innovation from service providers. To ensure quality services are provided our contract requires the successful provider to comply with the London Living Wage (LLW) this to ensure quality staff are employed and retained. The procurement exercise will also support the emphasis on the quality of the service as opposed to cost. This is reflected in the weighting of the scoring which will be 80% on quality and 20% on cost.	No	Not appropriate
As long as residents are allowed to stay in their "family" units it would seem as though some of the changes are positive.	The intention of the specification is to improve the services on offer to people with learning disabilities and/or autism.	No	Not appropriate
The Supported Housing Scheme Service Specification will change the age criteria for entry in to supported housing services from 18 down to 16 years of age. Do you support this? So long as really young people are not put together with older people	Consideration of individuals and current tenants needs and wishes will be considered prior to any referral being made.	No	Not appropriate

Does the Supported Housing Specification meet your expectations for being able to appropriately support people with learning disabilities and/or autism? Not appropriate in all cases. Some need more support, different environments.	The service specification is required to cover a range of needs that may be present. Therefore it is acknowledged that the outcomes required will be tailored to the individuals Care Act assessment.	No	Not appropriate
Do the outcomes listed in the Supported Housing Specification meet the needs of people with learning disabilities and/or autism? Not appropriate in many cases when more severe or complex	The service specification provides a broad range of outcomes that have been included to cover a range of needs. Some outcomes will be more relevant to some than others and the provider will draw up individual plans that are unique to each individual.	No	Not appropriate
The Supported Housing specification has been developed to help meet a greater range of needs. Do you believe the level of support outlined in the bands for each supported housing scheme support this approach? Not appropriate in many cases when more severe or complex	The band is a guide to support the provider in understanding the types of characteristics and needs they will need to be able to manage.	No	Not appropriate
The Supported Housing Scheme Service Specification will change the age criteria for entry into supported housing services from 18 down to 16 years of age. Do you support this? Not appropriate in many cases when more severe or complex	Consideration of individuals and current tenants needs and wishes will be considered prior to any referral being made.	No	Not appropriate
Are there any gaps you feel need to be considered in the Supported Housing & Respite specification? Very complex or different needs. Environmental factors are not considered.	Without specific references to gaps we are unable to comment. Environmental factors have been considered and are included in the specification.	No	Not appropriate
Does the Supported Housing Specification meet your expectations for being able to appropriately support people with learning disabilities and/or autism? I cannot answer this question as I am not in the system yet. My daughter still lives at home with me. I was informed about this consultation by The Community Access Team at the Triangle in Hounslow. As far as I am aware, only residents and their families already in supported Living, have been approached. I think more needs to be done to inform future families about the sort of accommodation available. It would be useful to view the accommodation available, talk to staff about how they care for the residents, how they support them to eat and live healthily, for example, and how they support the residents to pursue their daytime activities and/or develop new interests.	A number of engagement and consultation events were carried out with existing and potential service users and families. This included carers forums run by Hestia and service user forums run by Speak Out Hounslow.	No	Not appropriate
Does the Respite specification meet your expectations for being able to appropriately support people with learning disabilities and/or autism? I have no information about respite in the Borough as it is an area which we have never accessed.	Respite is accessed by a Care Act assessment carried out by a social worker. Should you feel there is a need for this, or would like further information, please contact the Duty Team on 020 8583 3553 or email learningdisability@hounslow.gov.uk	No	Not appropriate
The Supported Housing specification has been developed to help meet a greater range of needs. Do you believe the level of support outlined in the bands for each supported housing scheme support this approach? Again, I am not fully conversant with the concept of bands. Does this mean that those residents with a higher level of support will be in a "high" band? Does this mean there will be a lot of residents in a house where there is a greater need for staff or support? What is the ratio of staff to residents? Where does the council employ its staff from? What kind of basic training do they receive, does the rate of pay ensure the quality of staff is good, and what is the situation for continued training and staff development?	The bands have been developed to ensure that the provider has an understanding of the type of characteristics and needs of the client that will likely be placed in the services. The specification outlines the training and requirements of the successful provider to meet the needs of clients placed in the services.	No	Not appropriate
The Supported Housing Scheme Service Specification will change the age criteria for entry into supported housing services from 18 down to 16 years of age. Do you support this? Although as a parent, I think 16 years of age is very young to be moving away from home and family, I can see, that in some cases, this option may be desirable, especially if the family and the young person are struggling. I would like to know how the Borough will accommodate such youngsters as they are still very young, and to avoid dependence on staff who may be transient in their lives.	The intention of changing the age requirement down from 18 to 16 is to ensure that where appropriate people are able to access supported housing. The specification makes it clear that promoting an individual's independence is a key outcome and people should be placed in the least restrictive environment possible.	No	Not appropriate
Are there any gaps you feel need to be considered in the Supported Housing & Respite specification? not sure yet without more information	Unable to answer unless further information is supplied	No	Not appropriate
I agree that the current situation needs to develop and change as the world in which we live is different, technology, more work opportunities, for example.	n/a	n/a	Not appropriate
We are completely satisfied with the respite facility used by our son at 49b Star Road Isleworth He loves going there and always looks forward to his next stay	n/a	n/a	Not appropriate
the respite works very well at the moment. What you do need is more rooms 7 Beds is not enough	Respite can be provided in a number of ways and there is scope to provide additional respite if assessed as required through other respite provision such as shared lives services.	No	Not appropriate
Are there any gaps you feel need to be considered in the Supported Housing & Respite specification? I think it is very important for the service user in supported accommodation particularly to have a key worker. In my experience of my son living in supported accommodation he had various carers coming in and nobody had an overview of the situation so it fell upon me to be his mother and key worker.	This requirement is included within the service specification.	No	This is already covered in the service specification
The Families expressed concern about the age of residents being lowered to 16 years of age. Their concern was a 16 year old be just moved into a house with no prior consultation or consideration to those who already live in the house and how would the people matching be assessed.	Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is already covered in the service specification
The Families also expressed their concerns about the statement that residents would not be moved out of their homes unless their conditions change - Families and Carers wanted to know what the criteria was, how it would be assessed and would they be involved in the decision process. They also expressed that if the houses operated better with adapted facilities, would this option not be investigated if the general consensus stated that the improved accessibility would be beneficial to all regardless of any subsequent behavioural or accessibility changes.	The local authority is not intending to move people unnecessarily but wants to ensure individuals in receipt of adult social care services are receiving the right support that best meets their needs. There is no specific criteria for this other than via assessment under the Care Act 2014. This will be carried out if an individual's needs cannot be met within the services they are receiving.	No	This is already covered in the service specification
The residents were quite upset and asked if they were going to be moved, they were told by Speak Out members of Staff and the Council have stated that they wouldn't be, unless there were any accessibility or behavioural changes.	This service specification will not be used to move people on. However as in all cases individuals will be subject to a Care Act annual review which will assess an individual's needs and any changes to ensure that people receive the right care and support according to their needs. More information on the Care Act 2014 can be found here: https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance	No	This is already covered in the service specification
They stated that unless they were being moved they were quite happy with their current status	This service specification will not be used to move people on. However as in all cases individuals will be subject to a Care Act annual review which will assess an individual's needs and any changes to ensure that people receive the right care and support according to their needs. More information on the Care Act 2014 can be found here: https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance	No	This is already covered in the service specification
Concern was expressed about the current change from "Waking night" Staff to "Sleep In", they felt it was unsafe, as there is one resident who has unstable diabetes.	Any changes to an individual's needs will be considered in accordance with a Care Act assessment. Service delivery changes will take account of the needs of all the individuals that reside in the scheme and their respective needs assessments.	No	This is already covered in the service specification
They asked how the decision would be reached as to the unsuitability of a resident remaining at the property. They were informed this would be a decision reached between the Family and Management and would be based on accessibility for the resident and the effects of behavioural changes on other residents.	The local authority is not intending to move people unnecessarily but wants to ensure individuals in receipt of adult social care services are receiving the right support that best meets their needs. There is no specific criteria for this other than via assessment under the Care Act 2014. This will be carried out if an individual's needs cannot be met within the services they are receiving.	No	This is already covered in the service specification
It was asked if the service specification could be rescinded and there could be changes to what was stated. They were informed that there couldn't and it would require a legal amendment and consultation.	This is dependent on the nature and level of change required. There are parts of the specification that will allow for amendments if agreed by both parties, but it is very much dependent on the specific issue and therefore impossible to answer other than most changes would require a legal amendment.	No	This is covered appropriately in the contract terms and conditions
Residents expressed concern about the lowering the age of applicable tenants, they asked how the criteria process of how younger residents would be assessed for placement in a house which had older residents. CCP informed them that they would be discussions with current residents and Staff. They were quite satisfied with this explanation.	Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is covered in the service specification
Residents expressed concern about the Staffing level under the new contract and would it be left at the current level, as there are certain activities which cannot be supported due to low numbers of Staff. They were informed that this would be discussed at a service level and the successful service provider would agree this in accordance with the number of residents in each property.	There has been no reduction in the block funding available for the services, it is envisaged that the contract being tendered will allow providers greater scope to organise staffing according to presenting needs and manage activities better across the supported housing services.	No	This is covered in the service specification
Residents were happy to hear about the stated increase of activities.	n/a	n/a	
Residents were concerned about the possible Staff changes and were informed that if the contracts were acceptable, regardless of who managed the house, Staff should be the same.	If the existing service provider is not successful in bidding for the new provision the existing staff will be subject to TUPE legislation and can potentially transfer to the new service provider.	No	TUPE legislation applies
Residents expressed interest about younger residents being placed in the house, they might play loud music and may not like who currently lives in the house. They were informed there would be discussions with both Staff and residents regarding the prospective residents suitability.	Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is covered in the service specification

Residents wanted to know what conditions would be considered for them having to be moved out of their current accommodation, they were informed they would only move if their current home was no longer suitable.	The local authority is not intending to move people unnecessarily but wants to ensure individuals in receipt of adult social care services are receiving the right support that best meets their needs. There is no specific criteria for this other than via assessment under the Care Act 2014. This will be carried out if an individual's needs are not best met within the services they are receiving.	No	This is covered in the service specification
Families and Carers had concerns about possible Staff changes if the contract were awarded to another service provider, they wanted to know who were the possible contenders. CCP informed them they were not party to such information and there could be a possibility that, if the conditions are agreeable, the Staff team could remain the same.	The tender for these services will be open to any organisation that wishes to submit a bid. These will be assessed against the criteria outlined in the tender documentation.	No	This is covered in the procurement process
There was concern about young residents being placed in a property with older residents, they were informed that there were going to be new properties, so it did not necessarily follow that any young residents may well not be moved into houses with older residents and discussions would be conducted to assess the suitability of the placement.	The specification sets out the vision for the services but recognises that there are individuals who currently reside in these. Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is covered in the service specification
Residents expressed concern about younger residents being eligible to be placed in their houses and they expressed the criteria of placement, CCP explained that there would be discussion between Staff and residents regarding their suitability.	Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is covered in the service specification
One resident asked if the person proved to be unsuitable after moving in how would it be addressed, again they were informed, in accordance to Managerial protocol all circumstances would be discussed and a resolution sought, to accommodate all concerned.	Following a Care Act review, this would be discussed between the service provider, allocated social worker and client to ensure the most appropriate resolution is found and acted upon.	No	Not appropriate
Residents asked if their Staff team be changed if their service provider were unsuccessful, they were informed that if conditions were acceptable, there could be a good possibility that their Staff team would remain the same. They were not convinced and said if the company changes they felt, so would their team. CCP informed them that when the contract changed from the local authority to their current provider, many members of the previous team continued working at their house, at which they appeared appeased.	If the existing service provider is not successful in bidding for the new provision the existing staff will be subject to TUPE legislation and can potentially transfer to the new service provider.	No	TUPE legislation applies
Residents felt quite happy that a service specification document had been produced just for them and felt that the council should always do this, as Staff tend to have to read very long documents to them which when they look at them, they are just full of words but are informed it is to do with them and the services they receive.	Wherever possible we will endeavour to make information as accessible as possible.	No	Not appropriate
One resident asked, if she wanted to move to one of the new developments, could she be moved there. CCP informed that it would depend on availability and their reason for moving. They expressed that they would like a larger room but would still want Staff permanently on site, as now.	Although not part of this specification and procurement any alternative placements will be looked at by the allocated social worker in accordance with the Care Act assessment.	No	Not appropriate
Staff and residents expressed concerns that their Landlords appear reticent to carry out any necessary works to the property, they feel that it is because of the impending contract change and feel it is unfair, as one resident stated, "they have no problems taking our money now". CCP informed them that they should put in formal complaints which they said that they had but no one seemed to be listening.	The intention of the procurement is to ensure there is an agreement and contract in place which clearly defines the role of the housing manager and care provider.	No	This is covered in the contract
Families and Carers found the official service specification hard to understand and quite repetitive	Extensive consultation on the service specification has been carried out and where possible the specification has been condensed.	Yes	The specification has been reviewed to reduce repetition
Concerns were expressed about the circumstances surrounding changes which would necessitate a move, when even now the facilities were not user friendly and adaptations are required now to the bathroom facilities. They wanted to know if this would be looked at when the contract is awarded, CCP informed them that it should be a conversation that should be held now with Management and the Landlord, they stated that the Landlord hardly responds now at the best of times.	This will be reviewed as part of the lease agreements between the housing manager and service provider.	No	This is covered in the contract
The consensus was that it was quite apparent that the property was difficult to currently negotiate for some of the current residents but it was mainly to do with the bathroom facilities.	It is recognised that the properties within scope will have environmental limitations for some individuals. The appropriateness of a service and the environment required would form part of a Care Act Assessment carried out by a social worker.	No	Not appropriate
There was one Family member who stated because of their increasing age that it was proving difficult to visit their Family member as regularly as they had previously done and what was the procedure about a move to one of the new developments. CCP informed them, as there would only be one service provider this should prove easier than now, following discussion with the Management team and availability.	Should a more suitable service be required by an individual this will be carried out in accordance with the Care Act process.	No	Not appropriate
A couple of the residents stated that they didn't want to move, as they were well supported by their current housemates and had lived with them for such a long time, they felt they were Family.	This service specification will not be used to move people on. However as in all cases individuals will be subject to a Care Act annual review which will assess an individual's needs and any changes to ensure that people receive the right care and support according to their needs. More information on the Care Act 2014 can be found here: https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance	No	Not appropriate
The official service specification was felt to be quite confusing and repetitious but now felt it could be re read with the Easy read document as a guide.	The service specification has been condensed as much as possible but is required to cover all aspects of the care and support requirements expected of the new service.	Yes	The specification has been reviewed to reduce repetition
There was concern expressed about a young resident being moved into the property, they were informed this would be in accordance with the Management and residents.	This comment is not related to the proposed service specification.	n/a	Not appropriate
There was dismay expressed about a resident being moved out of Borough, as the Family member stated that due to age they wanted to move out of London but also wanted their loved one to move to the same borough and if this could not happen, they would go against their other Family members wishes and stay because they did not want to lose contact and the resident went home to them one weekend a fortnight.	The reconfiguration of services is intended to prevent unnecessary out of borough placements by ensuring an appropriate range of services available to all residents in need of supported housing.	No	This is covered in the service specification
It was felt that the Staffing level was inadequate at present, although there are only three residents, it is extremely unfair and unsafe that this was a lone working house, with residents who require mobility support and have epileptic conditions. CCP informed them that the staffing levels are a service management decision. They felt that the local Manager did not receive the support they required and didn't feel their concerns were listened to by the organisation.	It is intended that the successful provider will be able to provide a more flexible and responsive service within the overall contract value agreed.	No	This is covered in the service specification