Your say on the future of respite and short break services for adults with learning disabilities

Consultation information

3 July - 13 August 2017

Croydon Council
Introduction

Croydon Council is looking at the future of the respite and short breaks service for adults with learning disabilities. We need to understand how to respond to the changing demands on the service and what people who use the service want from it.

We’ve been listening to people with learning disabilities, their carers, and other people and groups who may be involved or have an opinion on the future of the service.

We have asked people who use the service (and their carers) what they:
- enjoy or like about the service
- do not enjoy or dislike about the service
- would like to be able to have or do if there was more choice

The detail about what people told us can be found here:
www.croydon.gov.uk/respitereview

As well as listening to users of the service, we have carried out a service review looking at how the service is run and how much it costs compared to other services that are available. You can find out more about what we found here:
www.croydon.gov.uk/respitereview

About Croydon’s respite and short breaks service

Croydon’s respite and short breaks service for adults with a learning disability is currently based at a property known as Heatherway in South Croydon. The service provides overnight stays for adults with learning disabilities on a planned, or when possible, emergency basis. The building can currently accommodate a maximum of five people per night (depending on the assessed need of the individual).

The allocation of nights is based on individual assessment of need (for each person and their carer) carried out by social workers from the adults disabilities team.

The council runs the service and owns the building. It is regulated by the Care Quality Commission (CQC). The last published CQC inspection was February 2017 and rated the service good overall in all five areas: safe, effective, caring, responsive and well-led.

The respite and short break service available at Heatherway:
- One week respite (open from 3pm – 11am, Monday to Friday and open 24 hours at weekends and Bank Holidays).
- Alternate weeks for different types of support required dependent on the needs of an individual. For instance, some people need more staff (high level need) to help them while others need fewer staff (lower level need).
  week 1 - high levels of need providing accommodation for 3 people
  week 2 - lower levels of need providing accommodation for 5 people
Where are we now?

Over the last thirty years there has been significant progress which has enabled people with a learning disability to lead more fulfilling lives as citizens in the community, with the same rights as anyone else. With the introduction of personalised care and personal budgets, people now have more choice and control over how they are supported to live their lives and be more independent.

There has been some good progress in Croydon. People have started to have greater choice and control by having their own tenancies, gaining employment and being part of their wider community. However, we are aware there is more to do. We are keen to build upon our work to date and continue to support more people to gain greater independence. We want to ensure that progress to lead healthier lives continues, while ensuring people are a part of their communities rather than having separate and isolated services.

Demand for services is increasing, people are living longer with more complex needs, expectations are changing and this is against a backdrop of significant reductions in public sector budgets. We know we cannot do what we have always done as the funding no longer exists to allow this. We need to challenge traditional service models, create new solutions, use community resources and develop services that will provide for people now and for future generations. We recognise that for some people change may be difficult and we will support people and work together to find local solutions that can meet individual outcomes.

Our service review has shown that there is little or no choice offered to service users and their families on where and when to take their respite and short breaks.

Why are we consulting?

Currently Heatherway, a registered care home, is the main option available for adults with a learning disability in need of respite care. This restricts those with moderate learning disabilities having a wider choice of respite care when they may not need to stay in a registered care home.

For adults with moderate and high assessed needs, there are other respite and short break opportunities available. Details of these can be found in Annex II below.

The service review highlighted the following:

- limitations with a single option for short breaks and respite
- poor accessibility around the building
- reduced availability due to alternating high and moderate need weeks
- lack of availability during the day Monday to Friday
- continued low usage of the service means it delivers poor value for money, this is detailed in Annex I
We have developed a number of options for how the service could be run in the future and want to consult you and ask your opinion to help us reach a decision about the future of Croydon’s respite and short break service.

We want to understand:
- Which options you support
- If you don’t support or partially support an option, why
- What the impact of the options on you/your family might be

We also want to:
- Hear about any other ideas or suggestions you have about the service so we can consider anything we haven’t thought of
Options
Below are the options for consultation, please read them carefully and complete the survey giving us your feedback.

Option One: Provide improved, more personalised respite and short break services. The Heatherway building will no longer be used for the respite and short breaks service but will be used to provide supported living for adults with a learning disability.

From what people have told us, we think the respite and short breaks service should provide individual packages that allow people to select from a range of respite/short break services that work for them. These will be more flexible, person-centred and should better meet the needs of younger and older adults with a learning disability and their family carers. Here are some examples:

1. A combined package of:
   - Respite/short break options such as several weekends across the year
   - Plus several day sessions at a respite care home (which also provides seamless day care)
   - Plus a one week supported holiday, including activities the person wants and which could give the chance to link up with friends and go on holiday together
   - In depth contingency planning with families in order to provide a service in case of emergencies which might include care worker coming into the home, shared lives or a residential placement.

2. Support worker coming into the person’s home and taking over from the carer for an agreed number of hours. This type of service can also be available overnight or for longer periods.

3. Two types of supported holidays
   - Supported holiday with a specialist provider or
   - Supported holiday with family or friends using mainstream holiday providers including cottages, villas etc.

4. Day opportunities provided on a flexible basis to meet people and carers general needs or leisure, educational or sporting activities.

5. Shared Lives (previously called adult placement) is an established and successful way of helping adults who need support to live in our community and can offer a person with a learning disability the option to have a short break in a family home.

6. Planned overnight stays and breaks with a private service provider.
   For more detailed examples and case studies of what this might mean see Annex II.
Croydon is introducing ‘My support broker’, a personalised service to support parents and carers to plan, source and manage the right support for them and their family. Under this option, Croydon would be able to support the planning of respite and short breaks in a way to suit the person with learning disabilities and their family/carers.

**Reusing the Heatherway building**

Under this option, Croydon Council would continue to use the Heatherway building but it will be used to provide supported living for adults with a learning disability.

This would provide much needed shared accommodation with support staff giving the opportunity for adults with a learning disability who wish to live away from their family and be as independent as possible. In comparison to similar schemes across other boroughs, the council would gain an income from rents of approximately £70,000 - £80,000 per annum. This money would be used for council services.

**Option Two: Provide improved, more personalised respite and short break services. The Heatherway building will no longer be used by the respite and short break service and the building will be considered for future use by the council.**

A similar proposal to the one suggested above but rather than reusing the Heatherway building for people with learning disabilities, the property would be considered for future use by the council.

**Option Three: Improved, more personalised respite and short break services by investment in the Heatherway building and remodelling of the respite and short breaks service.**

The engagement with people with learning disabilities and families and carers has identified where Heatherway could be improved. However, it will be a costly and lengthy process and the building will be closed during this time.

If this option were chosen the Council would need to identify the timescale needed to make these changes.

**Option Four: Your suggestions for alternatives for respite and short break services for adults with learning difficulties**

Bearing in mind all the reasons for this consultation, we want to hear from you if you have any suggestions for alternatives on how best to provide the respite and short break services.
Option we consider not viable

To leave the respite and short breaks service as it is now is not a viable option because:

- Two-thirds of people using the service do not require care home support at the level currently provided at Heatherway.
- The service is currently poor value for money.
- Stakeholder feedback highlights that the service doesn't meet all of service user needs, for example there is limited accessibility and facilities for younger service users.
Consultation dates  3 July - 13 August 2017

Ways to get involved

We want anyone who thinks they will be affected by changes to the respite and short break services for adults with a learning disability in Croydon to respond to this consultation.

All Croydon families who care for someone with a learning disability and those that have a learning disability (currently known to the council) will be informed of the proposal. Croydon will also publicise details of the consultation and how to get involved widely through organisations like Mencap, and a variety of different day services and other places such as GP surgeries and schools. Please note: this consultation is not reviewing children’s respite services.

Families, carers and other stakeholders:

1. You can complete the survey on the website at www.croydon.gov.uk/getinvolved

2. If you can’t access the online survey and want to have your say, do ring us on 020 8760 5768 ext. 63711 and we will arrange for someone to speak to you.

If you have learning disabilities and need extra support:

3. You can complete an easy read version extra survey on the website at www.croydon.gov.uk/getinvolved

4. Advocacy for All, an independent organisation, are supporting people who want to the chance to be involved in the consultation. They are visiting:

Day services:

Mencap, Leslie Park Road day centre, 60-61 Leslie Road, Croydon, CR0 6TP Wednesday 12 July and Tuesday 18 July at 10am – 11.30am.

Aspasen Croydon Opportunity Zone, 100 Thornton Heath High Street, Croydon CR7 8LF – Wednesday 26 July and Thursday 27 July at 10.30am – 12 noon.

5. If you can’t access the online survey, can’t attend any of the day services when Advocacy for All visits, and want to have your say, Advocacy for All is able to take feedback from adults with learning disabilities only via 020 8300 9666.
You can request this information or the survey in different formats, including easy read. Just contact us either by post, phone or email:

Write to: Respite and Short Breaks Consultation
People Department
Commissioning and Brokerage
2nd Floor Zone F
Bernard Weatherill House
8 Mint Walk
Croydon CR0 1EA

Phone: 020 8760 5768 ext 63711
Email: ascproviders@croydon.gov.uk

What happens next?

All responses received through the consultation will be documented and analysed and used to inform the decisions going forward.

A summary of consultation responses will be available on our website towards the end of summer 2017.

The feedback from this consultation, along with all the other information will be reviewed and the final council report and recommendation will be available during autumn 2017 on the council website www.croydon.gov.uk/respitereview

Thank you for reading this document and thank you in advance for your support in making decisions about the future of respite and short breaks services.
### Heatherway costs and occupancy table 2016/17

**Number of nights allocated to services users**
- **High need provision**: 574 nights
- **Moderate need provision**: 880 nights

<table>
<thead>
<tr>
<th>Place</th>
<th>Available nights (at Heatherway)</th>
<th>Cost assuming full occupancy</th>
<th>Actual nights taken up</th>
<th>Actual cost per night</th>
<th>Overall occupancy rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heatherway high need provision</td>
<td>(i) 546 nights</td>
<td>(ii) £405 per night</td>
<td>399 nights</td>
<td>(v) £554</td>
<td>73.4%</td>
</tr>
<tr>
<td>Independent providers for high needs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heatherway moderate need provision</td>
<td>(i) 910 nights</td>
<td>(ii) £242 per night</td>
<td>552 nights</td>
<td>(v) £400</td>
<td>60.7%</td>
</tr>
<tr>
<td>Independent providers for moderate needs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(i) based on 3 high needs bed x 7 nights per week x 26 weeks a year = 546 days
5 moderate needs beds x 7 nights per week x 26 weeks a year = 910 days
Closed over Christmas 5 beds x 2 nights = (10 days)
Total = 1446 days

(ii) Budget for 16/17 £441,801 divided by two to allow for 26 weeks high/moderate needs, then £220,900 divided by the number of nights available

(iii) Information from 8 independent providers for high needs with nights ranging from £455 to £170 a night.

(iv) Information from 5 independent providers for moderate needs with nights ranging from £100 to £165 a night.

(v) Budget for 16/17 £441,801 divided by two to allow for 26 weeks high/moderate needs, then £220,900 divided by the number of nights (depending on need) taken up to give an approx. cost per night.
Annex II – examples and case studies of different respite and short break choices

Below are examples of what this might mean based on what we’ve listened to and recent discussions during individual assessments/reviews:

1. A combined package of:
   - Respite/short break options such as several weekends across the year
   - Plus several day sessions at a respite care home (which also provides seamless day care)
   - Plus a one week supported holiday, including activities the person wants and which could give the chance to link up with friends and go on holiday together
   - In depth contingency planning with families in order to provide a service in case of emergencies which might include care worker coming into the home, shared lives or a residential placement.

2. Support worker coming into the person’s home and taking over from the carer for an agreed number of hours. This type of service can also be available overnight or for longer periods.

   For example: Person A is supported at home for regular weekends throughout the year. This has enabled his family to go away for a break whilst he remains in the comfort of his own home surrounded by all his vital equipment and kept to his usual routine. This has been of benefit to all, the primary carer is less stressed as no equipment or medication can be forgotten and the family member is no longer difficult to manage on their return. He remains calm and contented in his own environment and routine. He also enjoys a swim or outing each Saturday afternoon.

3. Two types of supported holidays
   - Supported holiday with a specialist provider or
   - Supported holiday with family or friends using mainstream holiday providers including cottages, villas etc.

4. Day opportunities provided on a flexible basis to meet people and carers general needs or leisure, educational or sporting activities.

5. Shared Lives, (previously called adult placement) is an established and successful way of helping adults who need support to live in our community and can offer a person with a learning disability the option to have a short break in a family home.
6. Planned overnight stays and breaks with a private service provider.

The opportunities listed above could be funded by using direct payments. Having a direct payment with support can give control and flexibility to maximise independence and choice in meeting care needs. However, if you are concerned about not being able to manage a direct payment budget by yourself, Croydon Council is able to help.

Some examples of registered care homes which provide overnight short breaks are listed below:

High needs:
- The Eadmund

High and moderate needs:
- Athol House – moderate and high need
- Ashleigh House – moderate and high need

Moderate needs:
- The Param’s
- Dunheved Lodge

All these services are rated as Good by the CQC and can provide flexible packages of support to meet assessed needs.

Below is a list of companies who provide supported holidays for people who require registered care. There are a wide variety of opportunities including groups of friends going away together to themed holidays.

www.safehandsholidays.co.uk
www.chrysalisholidays.co.uk
www.breakawayhols.co.uk
www.calvert-trust.org.uk/keilder
www.trevanion.co.uk

Examples of short breaks and respite for people who do not require registered care:

www.tglyndavistrust.co.uk - a self- catering fully accessible group holiday venue where families, friends and carers with any sort of disability are welcomed.
www.nd-fc.co.uk – fully accessible cottages with a range of equipment
Examples of Croydon residents experience:

Person B goes on an adapted barge for a holiday each year and takes his family and a paid carer with him. His primary carer has said this enables him to be part of a family holiday where he is safe and secure with people he knows and trusts and yet able to experience a totally different lifestyle away from what is usually a very structured routine. He receives constant attention from people who are able to focus on him and not caught up in their everyday lives.

Person C went on an outward bound type holiday with a specialist provider and experienced many challenges which life in Croydon could not fulfil. He came home a confident young man, very proud of his achievements and ready to try new things wanting to become more independent.