

CHESHIRE EAST COUNCIL

REPORT TO: Health and Adult Social Care Overview and Scrutiny Committee

Date of Meeting: 29/04/2016
Report of: Sarah Smith Corporate Commissioning Manager
Subject/Title: Update on the Implementation of Local and Personalised Carer Respite in Cheshire East
Portfolio Holder: Cllr Janet Clowes, Portfolio Holder for Adult Social Care and Integration

1.0 Report Summary

- 1.1 Many residents of Cheshire East have care and support needs and are looked after by relatives and friends who as carers, support them in a variety of ways. The Council recognises the valuable role of all carers, the significant contribution they make and is committed to ensuring that they are supported in their caring role.
- 1.2 A report on the provision of respite services was considered by Cabinet on 30 June 2015. The Council is committed to ensuring that respite care for carers is both personalised and local. Our commitment to carers is to ensure that the support they can access is:-
- Tailored to their specific needs and circumstances
 - Is local and personalised to them and those they care for
- 1.3 Consequently the Council have commissioned a greater choice of pre-bookable residential carer respite places from the independent sector for people who need to receive care in a residential setting to give their carers a break.
- 1.4 The purpose of this report is to inform Members of Health and Adult Social Care Overview and Scrutiny Committee on the progress made to implement local and personalised respite in Cheshire East.

2.0 Recommendation

- 2.1 That Members note the content of the report and consider any further action as recommended by Health and Adult Social Care Overview and Scrutiny Committee as appropriate.

3.0 Reasons for Recommendation

- 3.1 To ensure the continued provision of effective personalised and local carer respite in Cheshire East.

4.0 Wards Affected

4.1 All Wards

5.0 Local Ward Members

5.1 All Wards

6.0 Background

Award of Contract

- 6.1 Following a competitive tendering exercise the Council awarded contracts to seven care providers for 19 respite care beds in care homes located across the Borough including Congleton, Macclesfield, Crewe, Holmes Chapel, Wilmslow, Knutsford, Poynton, Nantwich, Alsager and Audlem.
- 6.2 Two additional beds have also been commissioned (one in the north and one in the south of the Borough) to provide support to carers in an emergency situation. Details of the homes as shown on the Council website can be found at Appendix 1 of the report. All of the contracted services were visited in advance of the award by the Council's Joint Quality Assurance Team.
- 6.3 Contracts were signed by 25 November 2015 and the new services were phased in from 1 December 2015 with all beds being immediately available to carers who have been assessed by the Council as requiring residential respite care.

Transition Arrangements

- 6.4 153 carers who had been assessed by the Council as requiring respite care received an assessment from a Social Work Professional and were sent a letter by Friday 27 November with full details of the new services available to them.
- 6.5 This included details of open days where service users and their carers could visit the homes to meet the staff and find out more about the respite services available. Full page adverts about the new provision were also included in the local press to promote awareness of the new services available to carers.
- 6.6 Existing respite bookings at Hollins View and Lincoln House up to 2 January 2015 continued as planned and were unaffected after which the services ceased.
- 6.7 The council have continued to operate a single contact number with a direct line for

Carers wishing to pre-book respite care. This has been particularly helpful in supporting carers and their families to identify the best respite placement to meet their needs.

- 6.8 There was some initial confusion over the terminology used in the assessment letters and how the homes were interpreting this. Both Lincoln House and Hollins View were residential homes and we have commissioned like for like. The assessment letters stated, however, that the cared-for require either a residential or a dementia bed. In the independent sector residential homes can and do care for many people with dementia but the term dementia bed is specifically used to refer to an EMI bed on a locked unit. Social Work staff therefore re-checked all of those who had been assessed as requiring respite care to confirm the numbers who will require a placement in an Elderly Mentally Ill (EMI) Unit. Some service users do of course need this level of care and we have ensured that this is available to them but most do not. We will continue to monitor this and we can amend the category of beds commissioned as required.

Utilisation of Pre Bookable Residential Carer Respite Beds Commissioned from the Independent Sector

- 6.9 Full details of all bookings to date can be found at Appendix 2 of the report but the key trends are as follows:
- 78 carers who had been assessed by the Council as requiring respite care used the services during the quarter
 - There has been 43% occupancy of the Emergency Beds. Emergency stays have tended to be for 14+ nights.
 - 10 of the 78 people required residential care on a Elderly Mentally Ill (EMI) unit
 - Bookings are increasing month on month
 - Advance bookings have been made to February 2017.
 - All respite requests have been met including the time and choice of respite provider
 - Feedback on the new services from service users and carers has been extremely positive
 - The council have received no formal complaints about respite provision during the quarter. Performance therefore remains unchanged for the same period the

previous year when no formal complaints were received about internal respite provision.

- There has been one safeguarding investigation which remains ongoing.

Feedback from Service Users and Carers

6.10 To ensure that service users and carers are getting the services they need and want we have asked them about their stay. Feedback on the new respite services from service users and carers has generally been very positive. A sample of the responses received can be found below:

Question	Responses
Did you get your first choice of home for your respite stay?	<p>'Yes – so close.'</p> <p>'Yes, went to look around New Milton House and Heliosa – NMH the right place for her.'</p> <p>'Yes – of those listed locally'</p>
What did you like best about the home?	<p>'Just like it – both do. Very good, v. clean, calm.'</p> <p>'Bright and cheerful. Very relaxed but lots going on – activities. Staff in own clothes. Cheeriness! Staff chatty.'</p> <p>'So interested and kind. A lot more modern, light, more room. Incredibly friendly staff'.</p> <p>'The staff – lovely lot'.</p>
Is there anything that could have been done differently to make your stay better?	<p>'Don't think so - he was a very happy man'</p> <p>'Don't think so. Very satisfied.'</p> <p>'Don't think there could. Staff very good. Very relaxing.'</p> <p>'No television in room'</p>
Was it easy to book your stay?	<p>'Very easy indeed'</p> <p>'Yes really easy. Just call Jane!'</p> <p>'Yes – manager came out to assess'</p>
Did you feel comfortable, safe and well cared for	<p>'Oh yes! She was really fine. It felt like their home'</p> <p>'Definitely <u>yes</u>!'</p>

during your stay?	'Mostly, but I needed more showers or baths. I did feel safe and comfortable'
Would you stay in this home again?	'Yes absolutely.' 'Yes definitely. If she needed to go into a home permanently this would be the home we want.'
Any other comments	'Superb at Elm House. Standard has gone up compared to Lincoln House!' 'Lovely staff. Really lovely.' 'Yes but would also try Rosedale' 'New Milton House seemed pleased to have had Mr Smith* to stay and hopefully he will be able to go in September for another week.' 'A downstairs room would be better for future stays' * Not their real name

Next Steps

- 6.11 The Council is aware that any proposals for change can cause anxiety for users and carers and there was a clear commitment by Cabinet to the users and carers of Hollins View and Lincoln House that their eligible needs will continue to be met in future, although this may be in a different service or range of services.
- 6.12 In order to ensure that provision was available across the Cheshire East footprint and available throughout the year it was agreed, following soft market testing with Providers, alternative 'like for like' provision was commissioned in the independent sector on a block contract basis. The number of beds / bed days to be commissioned was based on the usage of the existing provision at Hollins View and Lincoln House.
- 6.13 There has been a steady increase in occupancy levels during the quarter, and levels are expected to rise further during Q1 16/17 due to the Easter and May Bank Holidays.
- 6.14 It is too soon to make a judgement as to whether the current levels of provision is appropriate or not. The intention is to review the overall provision at the end of Q2 16/17. This will enable us to view the occupancy levels and usage over a 6 month period which includes the bulk of the main holiday periods during the year. The review will include looking at:-
- whether or not more beds or fewer beds are needed in certain areas
 - the type of bed required i.e. is there a need for nursing beds or beds on a secure unit

- the number of nights allocated to carers balanced against the number of nights actually accessed by carers. We can then look to recommission/ decommission current provision and explore alternative forms of carer respite provision. In this way we will ensure that the service is better meeting the needs of the residents of Cheshire East whilst also achieving best value for the council.

6.15 Based on the demand from the first quarter it is proposed that further consideration is given to the amending the category of two beds from Residential to Elderly Mentally Ill (EMI) to ensure that there is a bed in a secure care unit in both the east and the south of the Borough at all times.

6.16 As part of the wider review of respite provision it is also proposed that the need for respite for service users with physical disabilities is explored further with service users and their support organisations in the voluntary sector. Whilst all of the homes have stated that they can accommodate people with physical disabilities these services are residential rather than nursing homes and are aimed at older people and not younger adults.

6.17 We will also continue to monitor the quality of the respite beds commissioned on an on going basis.

Conclusion

6.18 The Council are confident that the new respite arrangements offer carers greater Choice, control and support to choose the respite care service which is best for them and those they care for.

6.19 Furthermore we are committed to the continuous review and improvement of these services for the benefit of carers going forward.

7.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

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Designation: Corporate Commissioning Manager
Tel No: 01625 378209
Email: sarah.smith@cheshireeast.gov.uk

Appendix 1 – Information on Carer Respite from the Cheshire East Website

www.cheshireeast.gov.uk/care-and-support/carers-information/carers-respite.aspx

Carer respite

Caring for somebody can be a rewarding yet challenging job.

One way you can look after yourself as a carer is by taking occasional breaks from your caring role.

Under the Care Act, carers are entitled to a [carer's assessment](#). This means you may be able to access more support to help you look after yourself and carry on caring which may include carer respite.

A [financial assessment](#) will also be undertaken to assess whether the person you care for will need to contribute financially to the cost.

Do you know that carer respite provision is changing for the better?

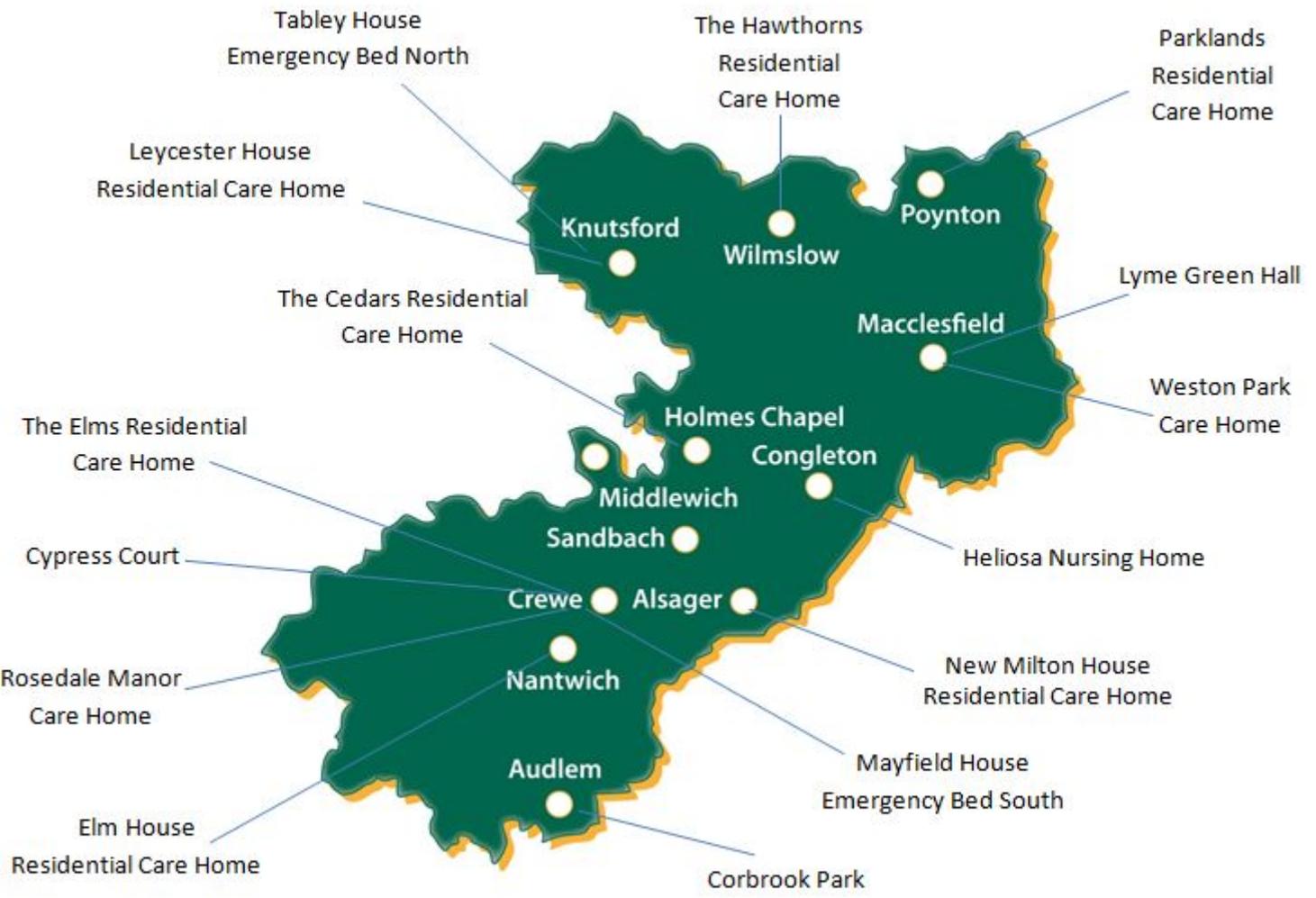
The Council are committed to providing a choice of respite beds local to you:

- **Local provision** – respite is now available in 15 care homes throughout Cheshire East
- **Increased choice** – enabling you to choose a setting that best suits your personal needs and circumstances

The Council have now signed new contracts with the independent sector to provide 21 respite care beds, 19 of these are pre bookable and two are reserved for carer emergency.

[Information is available on how to book beds.](#)

Carer respite is now available at the following care homes in Cheshire East:



Pre-bookable carer respite

Location	Home	Provider	Number of beds available
Alsager	New Milton House	CLS	1
Audlem	Corbrook Park Nursing Home	Morris Care	2
Congleton	Heliosa Care & Nursing Home	Takepart Ltd	1
Crewe	Cypress Court	Four Seasons	2
Crewe	Rosedale	Four Seasons	1
Crewe	The Elms	CLS	2
Holmes Chapel	The Cedars	CLS	2
Macclesfield	Lyme Green Hall	Pendlebury Care Homes Ltd	1
Macclesfield	Weston Park	Four Seasons	2
Mobberley	Leycester House	CLS	1
Nantwich	Elm House	CLS	2
Poynton	Parklands	CLS	1
Wilmslow	The Hawthorns	CLS	1

Emergency carer respite

Location	Home	Provider	Number of beds available
Crewe	Mayfield	Mayfield House	1
Tabley	Tabley House Nursing Home	Cygnets Healthcare	1

Booking respite care

If you have been assessed as requiring carer respite and are planning a short break, a night out or a holiday it is easy to book a bed by calling our dedicated booking line or by emailing.

- Email: ce.contracts@cheshireeast.gov.uk
- Phone: 01270 686 428

Appendix 2

By Care Home	Jan-16			Feb-16			Mar-16			Apr-16		
	Occupied	Available	%									
CorbrookPark	13	62	21%	31	58	53%	20	62	32%	38	60	63%
CypressCourt	22	62	35%	30	58	52%	34	62	55%	43	60	72%
ElmHouse	38	62	61%	14	58	24%	24	62	39%	14	60	23%
Heliosa	15	31	48%	13	29	45%	7	31	23%	15	30	50%
LeycesterHouse	0	31	0%	0	29	0%	0	31	0%	0	30	0%
LymeGreenHall	13	31	42%	10	29	34%	6	31	19%	4	30	13%
NewMiltonHouse	0	31	0%	9	29	31%	16	31	52%	24	30	80%
Parklands	0	31	0%	4	29	14%	30	31	97%	4	30	13%
RosedaleManor	7	31	23%	0	29	0%	0	31	0%	17	30	57%
TheCedars	9	62	15%	26	58	45%	28	62	45%	23	60	38%
TheElms	23	62	37%	37	58	64%	38	62	61%	40	60	67%
TheHawthorns	0	31	0%	0	29	0%	5	31	16%	13	30	43%
WestonPark	19	62	31%	37	58	64%	52	62	84%	35	60	58%
Total	159	589	27%	211	551	38%	260	589	44%	270	570	47%

By SMART

Area	Jan-16			Feb-16			Mar-16			Apr-16		
Congleton	24	124	19%	48	116	41%	51	124	41%	62	120	52%
Crewe	103	279	37%	112	261	43%	116	279	42%	152	270	56%
Macclesfield	32	93	34%	47	87	54%	58	93	62%	39	90	43%
Wilmslow	0	93	0%	4	87	5%	35	93	38%	17	90	19%
Total	159	589	27%	211	551	38%	260	589	44%	270	570	47%

Emergency

Beds

	Jan-16			Feb-16			Mar-16			Apr-16		
Mayfield	15	31	48%	0	29	0%	24	31	77%	9	30	30%
TableyHouse	0	31	0%	15	29	52%	25	31	81%	4	30	13%

Occupancy

By Care Home	May-16			Jun-16			Jul-16			Aug-16		
	Occupied	Available	%									
CorbrookPark	35	62	56%	17	60	28%	23	62	37%	22	62	35%
CypressCourt	12	62	19%	8	60	13%	0	62	0%	19	62	31%
ElmHouse	12	62	19%	4	60	7%	0	62	0%	0	62	0%
Heliosa	8	31	26%	19	30	63%	8	31	26%	3	31	10%
LeycesterHouse	0	31	0%	0	30	0%	0	31	0%	0	31	0%
LymeGreenHall	20	31	65%	26	30	87%	28	31	90%	21	31	68%
NewMiltonHouse	11	31	35%	23	30	77%	10	31	32%	0	31	0%
Parklands	0	31	0%	19	30	63%	5	31	16%	0	31	0%
RosedaleManor	0	31	0%	0	30	0%	0	31	0%	0	31	0%
TheCedars	17	62	27%	6	60	10%	10	62	16%	0	62	0%
TheElms	3	62	5%	22	60	37%	34	62	55%	3	62	5%
TheHawthorns	12	31	39%	22	30	73%	6	31	19%	0	31	0%
WestonPark	19	62	31%	1	60	2%	0	62	0%	34	62	55%
Total	149	589	25%	167	570	29%	124	589	21%	102	589	17%

By SMART

Area	May-16			Jun-16			Jul-16			Aug-16		
Congleton	36	124	29%	48	120	40%	28	124	23%	3	124	2%
Crewe	62	279	22%	51	270	19%	57	279	20%	44	279	16%

Macclesfield	39	93	42%	27	90	30%	28	93	30%	55	93	59%
Wilmslow	12	93	13%	41	90	46%	11	93	12%	0	93	0%
Total	149	589	25%	167	570	29%	124	589	21%	102	589	17%

Emergency

Beds

	May-16			Jun-16			Jul-16			Aug-16		
Mayfield	0	31	0%	0	30	0%	0	31	0%	0	31	0%
TableyHouse	0	31	0%	0	30	0%	0	31	0%	0	31	0%

Occupancy

By Care Home	Sep-16			Oct-16			Nov-16			Dec-16		
	Occupied	Available	%	Occupied	Available	%	Occupied	Available	%	Occupied	Available	%
CorbrookPark	39	60	65%	8	62	13%	0	60	0%	14	62	23%
CypressCourt	8	60	13%	8	62	13%	0	60	0%	8	62	13%
ElmHouse	0	60	0%	0	62	0%	0	60	0%	0	62	0%
Heliosa	1	30	3%	10	31	32%	0	30	0%	0	31	0%
LeycesterHouse	0	30	0%	0	31	0%	0	30	0%	0	31	0%
LymeGreenHall	8	30	27%	11	31	35%	0	30	0%	5	31	16%
NewMiltonHouse	0	30	0%	0	31	0%	0	30	0%	0	31	0%
Parklands	9	30	30%	0	31	0%	0	30	0%	0	31	0%
RosedaleManor	0	30	0%	0	31	0%	0	30	0%	0	31	0%
TheCedars	0	60	0%	0	62	0%	0	60	0%	18	62	29%
TheElms	16	60	27%	18	62	29%	0	60	0%	8	62	13%
TheHawthorns	0	30	0%	0	31	0%	0	30	0%	0	31	0%
WestonPark	0	60	0%	0	62	0%	0	60	0%	0	62	0%
Total	81	570	14%	55	589	9%	0	570	0%	53	589	9%

By SMART

	Sep-16	Oct-16	Nov-16	Dec-16
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Area

Congleton	1	120	1%	10	124	8%	0	120	0%	18	124	15%
Crewe	63	270	23%	34	279	12%	0	270	0%	30	279	11%
Macclesfield	8	90	9%	11	93	12%	0	90	0%	5	93	5%
Wilmslow	9	90	10%	0	93	0%	0	90	0%	0	93	0%
Total	81	570	14%	55	589	9%	0	570	0%	53	589	9%

Emergency

Beds

	Sep-16			Oct-16			Nov-16			Dec-16		
Mayfield	0	30	0%	0	31	0%	0	30	0%	0	31	0%
TableyHouse	0	30	0%	0	31	0%	0	30	0%	0	31	0%

Occupancy

By Care Home

	Jan-17			Feb-17			Mar-17		
	Occupied	Available	%	Occupied	Available	%	Occupied	Available	%
CorbrookPark	8	62	13%	8	56	14%	0	62	0%
CypressCourt	0	62	0%	0	56	0%	0	62	0%
ElmHouse	0	62	0%	0	56	0%	0	62	0%
Heliosa	0	31	0%	0	28	0%	0	31	0%
LeycesterHouse	0	31	0%	0	28	0%	0	31	0%
LymeGreenHall	8	31	26%	0	28	0%	0	31	0%
NewMiltonHouse	0	31	0%	0	28	0%	0	31	0%
Parklands	0	31	0%	0	28	0%	0	31	0%
RosedaleManor	0	31	0%	0	28	0%	0	31	0%
TheCedars	15	62	24%	0	0	0%	0	0	0%
TheElms	4	62	6%	0	56	0%	0	62	0%

TheHawthorns	0	31	0%	0	28	0%	0	31	0%
WestonPark	0	62	0%	0	56	0%	0	62	0%
Total	35	589	6%	8	476	2%	0	527	0%

By SMART

Area	Jan-17			Feb-17			Mar-17		
Congleton	15	124	12%	0	56	0%	0	62	0%
Crewe	12	279	4%	8	252	3%	0	279	0%
Macclesfield	8	93	9%	0	84	0%	0	93	0%
Wilmslow	0	93	0%	0	84	0%	0	93	0%
Total	35	589	6%	8	476	2%	0	527	0%

Emergency

Beds	Jan-17			Feb-17			Mar-17		
Mayfield	0	31	0%	0	2800%	0	0%	31	0
TableyHouse	0	31	0%	0	2800%	0	0%	31	0