

Report for Health & Adult Social Care Overview & Scrutiny Committee

Date of Meeting: 05 November 2015

Subject/Title:

Moving to Local and Personalised Carer Respite
Progress Report on the Implementation of the Cabinet Decision taken 30 June 2015

Portfolio Holder:

Councillor Janet Clowes, Portfolio Holder for Adults, Health and Leisure

1. Report Summary

- 1.1 The paper entitled 'Moving to Local and Personalised Carer Respite' was considered by Cabinet on the 30 June 2015. The decision to provide residential carer respite in the independent sector was approved. A Call-in of the decision was considered by the Adult Social Care & Health Overview and Scrutiny Committee on 7 August 2015 which confirmed the decision of Cabinet as follows:-

'2. That the Committee review the progress of the decision to secure alternative carer respite support via a formal tender process, initially in November 2015, and subsequently at periodic intervals to review the effectiveness of this decision - specifically on the quality and number of beds available, starting six months after the introduction of the new arrangements.'

- 1.2 The planned implementation of the decision was to procure pre-bookable residential carer respite beds in the independent sector and to have this available in advance of ceasing the two in-house carer respite services at Hollins View and Lincoln House on 2 January 2015.
- 1.3 For the purposes of this report the term 'residential carer respite' is to mean the use of residential settings that can be pre-booked for a person to receive their care for a short period whilst their carer(s) have a break from their caring role.

2. Procurement by Tender to Secure Residential Carer Respite from the Independent Sector

- 2.1 The procurement process is nearing completion and the new service will be phased in commencing 1 December 2015 with all beds being available from 1 January 2016. Contracts will be awarded mid November 2015. All selected providers at the first stage of the evaluation process are to be visited by the Council's Quality Assurance Team before final decisions are taken and contracts awarded.

- 2.2 The required number of beds will be secured to meet the agreed levels of need. This is based on the utilisation of current provision at Hollins View and Lincoln House. The methodology used to determine the required bed numbers has followed the process used for the re-provision of respite beds at Mountview in Congleton. This proved to be an accurate system of determining the required level of provision resulting in adequate bed nights being made available in the Congleton area.
- 2.3 From 1 January 2016 nineteen beds will be available for pre-bookable carer respite at a wide range of locations across the Borough. This will fulfil the Council's ambition to provide residential carer respite that is local and better meets the personal needs of carers and those they care for. This will substantially increase the choice of locations and cover both urban and rural locations.
- 2.4 In addition two further beds, one in the North and one in the South of the Borough, are to be secured for the emergency support of carers who may unexpectedly be unable to fulfil their caring role.
- 2.5 In acknowledgement of the range of needs some of the beds procured will provide support for individuals with more complex support requirements, including dementia and nursing level care.

3. Supporting Carers and Service Users Who Use Residential Carer Respite Services

- 3.1 The carer respite services at Hollins View and Lincoln House will cease to operate on 2 January 2015. All service users and/or their carers have been contacted by letter and advised that they will receive a visit from a Social Care professional to discuss with them the range of carer respite options available to them to ensure they have a break from their caring role.
- 3.2 Many of these initial visits have taken place and individuals and their carers have had the opportunity to consider a range of options. To date a number of people have elected to have their respite provided in different ways to suit their particular needs and preferences.
- 3.3 The current users of pre-bookable carer respite have been informed that they can continue to request respite care beyond the 2 January 2016. The requests for bookings will be held by Adult Social Care. Carers and those they care for will be advised of the choice of residential carer respite homes available once the contracts have been awarded. People with bookings held will then given the opportunity to express a preference as to which home they would like to use.

4. Managing the Smooth Transition to the New Residential Carer Respite Provision

- 4.1 In late November, once all contracts are in place, service users and carers will be contacted directly to inform them of the range of choices available. To help decide which options best suit their needs, carers and service users will be able to visit facilities and meet staff through open-days and booked visits.
- 4.2 The current arrangement for accessing carer respite beds at Hollins view and Lincoln House is to use the 'One - Call Booking system', this system is currently managed by Care4CE. Under the new system the 'One - Call

Booking system' will continue and will be managed by a Care Arranger role within Adult Social Care. This will allow carers and those they care for to continue to utilise a single contact point to book their respite stays.

- 4.3 Those service users and carers who have already booked residential carer respite care at Lincoln House and Hollins View will continue to receive that support up to and including 2 January 2016. This will provide an overlap of services for approximately four weeks where both existing beds and the newly procured beds will be available simultaneously. This is to ensure an appropriate transition period between existing bookings and new bookings over this period.
- 4.4 Adult Social Care professionals will provide every assistance to individuals to help them choose the most appropriate care home from the range of pre-bookable beds to meet their needs and their preferences. Information will be provided in a variety of formats for people to be able to make an informed choice.
- 4.5 It should be noted that some carers and service users already access alternative providers of respite care and so may not need the same level of support in securing their bookings.
- 4.6 Carers who wish to look at additional or alternative forms of respite care will be able to discuss these at their face to face meetings with their Social Care professionals. This will be revisited with the carers and those they care for each time the care needs are assessed both for the carer and the cared for.

5. Monitoring and Quality Assurance

- 5.1 The evaluation process used to determine the awarding of contracts has been robust and has included the involvement of visits by the CEC Quality Assurance Team prior to final decisions being taken.
- 5.2 The contract monitoring of the pre-bookable beds will be closely monitored in terms of contract standards, quality and utilisation. The process by which the services will be monitored will include service user and carer feedback. In addition it will be important to monitor the demand for the carer respite beds at regular intervals to ensure that availability matches current and future demand.
- 5.3 The CEC Quality Assurance Team will monitor all feedback about the services during this period and a further report will be prepared for the Adult Social Care and Health Overview and Scrutiny Committee following the first six months of the services being in place.

6. Contact Information

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