

CHESHIRE EAST COUNCIL

REPORT TO: Health and Social Care Overview and Scrutiny Committee

Date of Meeting: 3 November 2016

Report of: Mark Palethorpe, Strategic Director of Adult Social Care and Health

Subject/Title: Update on Local and Personalised Carer Respite for Older People 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 older people's respite services was considered by Cabinet on 30 June 2015. The report detailed Council's commitment to ensuring respite care for carers that is both personalised and local. Consequently the Council commissioned a greater choice of pre-bookable residential carer respite places from the independent sector for older people who need to receive care in a residential setting to give their carers a break.
- 1.3 A report on the progress made to implement the local and personalised residential carer respite provision for older people was considered by Members of Health and Adult Social Care Overview and Scrutiny Committee on 29 April 2016. Members requested a further update on the implementation and usage of the new provision in six months time.
- 1.4 The purpose of this report is to inform Members on the usage and feedback following the implementation of local and personalised respite in Cheshire East and to make recommendations for the future of the provision.

2.0 Recommendation

- 2.1 That Members note the content of the report and consider any further action as recommended.

3.0 Reasons for Recommendation

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

4.0 Wards Affected

4.1 All Wards

5.0 Local Ward Members

5.1 All Wards

6.0 Background/Chronology

Award of Contracts

6.1 Following a competitive tendering exercise the Council awarded contracts to seven care providers for 21 respite care beds in 15 care homes located across the Borough including Congleton, Macclesfield, Crewe, Holmes Chapel, Wilmslow, Knutsford, Poynton, Nantwich, Alsager and Audlem. The spread of beds across the borough has ensured that people are able to access carer respite provision that is more local as well as increasing choice for carers and service users. Two of these beds are commissioned (one in the north and one in the south of the Borough) to provide support to carers in an emergency situation. Full details can be found in Appendix 1.

6.2 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.

Implementation Arrangements

6.3 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.

6.4 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. Feedback from carers regarding the booking process has been overwhelmingly positive. Responses when asked 'Was it is easy to book your stay?' include:

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Yes, better than the old system. Jane was most helpful, understanding and empathetic.

Yes - 1 call and it was sorted.

Yes - confirmation of booking by post would be helpful.

Yes and your office were very good trying to get her admittance sorted quickly.

Yes - full co-operation from everyone.

- 6.5 All service users referred for a respite placement are assessed by the home prior to their stay. This is to ensure that the service users care needs can be met in the home they have chosen and is a requirement of the care home by the Care Quality Commission (CQC).

Utilisation of Pre Bookable Residential Carer Respite Beds Commissioned from the Independent Sector from January 2016

- 6.6 Further details of bookings and trend data to date can be found in Appendix 2 and 3 of the report but the key trends are as follows:

- Since the introduction of the new provision the number of carers assessed by the Council as being entitled to respite care has increased from 155 to 237. Of these 234 have used the service, with many carers making multiple bookings.
- A total of 2,348 pre booked carer respite nights have taken place since December 2015.
- Carers and Users are on average having to travel less than 5 miles to access carer respite provision.
- Occupancy of the pre booked respite beds has increased to 70% at peak holiday periods. See Appendix 3.
- There has been a 61% average occupancy of the Emergency Beds. Emergency stays have tended to be for 14+ nights.
- The council have received no formal complaints about respite provision during the half year period. 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 referral received in relation to the carer respite provision. The incident was investigated and found to be unsubstantiated.
- Feedback from services users and carers on the new provision continues to be positive and is detailed below.

- 6.7 Prior to the contract award a review of all the homes CQC status and quality assurance visits by the Council was undertaken to ensure that homes were meeting the required standards.

Below is a breakdown of the current CQC rating for the 15 care homes commissioned to provide respite care:

CQC Rating	Number of Homes
Outstanding	0
Good	10
Requires Improvement	5
Inadequate	0

- 6.8 Action plans are in place for all homes who have been rated as requiring improvement. Officers from the Council have met with the home owners and are working with homes to make the required improvements. Additional quality assurance visits are also being undertaken. Feedback from our quality assurance visits did not warrant the need to place any of the homes in default of their contracts with the Council and we continue to make respite and permanent placements within all the carer respite homes.
- 6.9 It should be noted that the CQC's inspection process does not allow for Care Homes ratings to be updated until their next inspection, even if the Care Home has addressed the areas of concern and for several of the homes the rating of requires improvements was issued over 6 months ago and Council Officers are confident that the areas for improvement have been addressed. Officers will continue to work with and closely monitor all care homes.
- 6.10 As shown in Appendix 3, use of the pre booked carer respite beds has, as expected, fluctuated over the year with high levels of occupancy at peak holiday periods such as Easter and school summer holidays. Occupancy levels peaked during August and September with an average occupancy of 70%. Bookings for the Christmas and New Year period are already over 50% and advance bookings have been made up to September 2017. Officers responsible for managing the bookings are working with the homes to ensure beds are utilised as effectively as possible to minimise these gaps.
- 6.11 As mentioned in the report of the 29 April 2016 there was some initial confusion over in the initial assessment letters with regard to people requiring a 'dementia bed' and how the homes were interpreting this. Both Lincoln House and Hollins View were residential homes and we commissioned like for like provision. 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 Elderly Mentally Infirm (EMI) bed on a locked unit. Whilst some service users do need to be supported in a locked unit, many can be supported in a residential home. We have monitored the number of people requiring a bed on locked unit since implementation. As a result we have varied the contracts with two care homes, one in the north of the Borough and one in the south, and offer pre booked carer respite provision for people who's dementia / mental illness requires them to be supported within a locked unit.
- 6.12 The occupancy levels of the majority of beds has increased from the commencement of the contract with up to 70% occupancy levels during peak times. It should be noted, however, that a small number of beds have consistently showed a lower level of usage.
- 6.13 In addition since the implementation of this provision for older people we have identified a need for other types of respite provision for people with physical and learning disabilities. The Council is working with the Multiple Sclerosis (MS) Society, Disability Information Bureau (DIB) and Healthwatch to ensure that these respite needs are also met in a local and personalised way.

Feedback from Service Users and Carers

- 6.14 To ensure that service users and carers are getting the services they need and want

we have asked them about their stay. We have sampled the views of 30 (13%) of service users and carers on the service. Feedback has been generally positive with 81% of those surveyed satisfied with the new provision.

6.15 Comments received include:

Service users
<p><i>'I enjoyed my stay very much. Found the staff very friendly, helpful and caring.'</i></p> <p><i>'Staff were very friendly'</i></p> <p><i>'Being only 59 this is obviously a gap in age between myself and the majority of residents (except I) but I realise I have to accept this. The staff made up for this as they were nearer to my age range.'</i></p> <p><i>"would have liked a larger TV.'</i></p> <p><i>'Clean, light, airy, pleasant staff and caring.'</i></p> <p><i>'Lounge ideally situated for views of what is happening outside. Friendly atmosphere'</i></p> <p><i>'Its friendly, homely atmosphere. Staff are cheerful and professional. They are wonderful!'</i></p>
Carers
<p><i>'it was very assuring to think and know that we are only 10 minutes away'</i></p> <p><i>'Good food. Nice staff. En-suite room. Allowed to do whatever he wanted when he wanted.'</i></p> <p><i>'This home is a lifeline to xxx as he likes to be amongst people whom he can talk to. xxx appreciates that he can rest knowing xxx is in safe hands'.</i></p> <p><i>'The staff were outstanding. The manager was very knowledgeable and went through every detail of care''</i></p> <p><i>"TV to be provided in room as respite rooms in other homes have. Difficult for some elderly people to disconnect/connect TV"</i></p>

- 6.16 We will address the issue of televisions in bedrooms with homes and make this a requirement of the contract.

Next Steps

- 6.17 The review has evidenced that the number of respite nights within the current level of provision exceeds the number needed to provide a like for like replacement for the care previously provided at Hollins View and Lincoln House. It is proposed that the number of basic residential carer respite beds could be reduced by 3 beds. The beds where usage has remained low since the commencement of the contract will be removed and the resources redirected into other services for carers.
- 6.18 Two of the existing beds have already been varied to provide support for people who require beds on a locked unit. This will continue to be reviewed to evidence if this level of provision is appropriate.

- 6.19 Whilst not part of the scope of the original commissioning exercise, this review has evidenced that there is also a need for the Council to provide local and personalised carer respite provision for people with complex physical disabilities and learning disabilities.
- 6.20 Removing the 3 most under utilised residential carer respite beds from the current provision of 21 beds will release £83k per annum for re-investment in other services for carers.

Conclusion

- 6.21 The Council are confident that the current respite arrangements provide a like for like replacement for Hollins View and Lincoln House and offer carers a more local service.
- 6.22 Feedback from carers and users has continued to be positive.
- 6.23 The Council have identified as part of this review a need to widen its carer respite offer to ensure that carers of people with more complex needs are also able to exercise greater choice and control over which service is best for them and those they care for.
- 6.24 We are committed to the continuous review and improvement of these services for the benefit of carers going forward.

7.0 Implications of Recommendation

7.1 Policy Implications

7.1.1 Local and personalised carer respite for older people in Cheshire East puts Residents FIRST:

Flexible – Local provision for residents and increased choice to best meet your personal needs and circumstances

Innovative – being creative in our thinking and the way we approach our work and challenging convention where this no longer seems appropriate

Responsible – delivering what we promise and ensuring efficient use of resources

Service –focusing on what matters to residents and serving your best interests

Teamwork - respecting and working well with the independent provider market to collectively achieve the best outcomes for residents and communities.

7.1.2 The Council is committed to providing a range of excellent care and support locally for the residents of Cheshire East and we are building on our commitments to ensure residents are supported to live well for longer (Outcome 5 of the Corporate Strategy)

7.2 Legal Implications

None

7.3 Financial Implications

- 7.3.1 The cost of providing respite care to older people in house at Lincoln House and Hollins View was £2.3 m per annum.
- 7.3.2 The cost of providing respite care to older people in the independent sector is £674k per annum.
- 7.3.3 The re-provision of local and personalised carer respite for older people in Cheshire East has resulted in an annual saving of £1.6 m.
- 7.3.4 This saving (detailed in Appendix 4) has been reinvested in the Adult Social Care budget to meet needs of Cheshire East residents and has contributed to the £5.3m uplift in provider fees which was implemented from April 2016 in response to the introduction of the National Minimum Wage.

7.4 Equality Implications

In making the decision to move to a system of local and personalised carer respite for older people in Cheshire East Cabinet had due regard to the Public Sector Equality Duty as set out at S149 of the Equality Act 2010 and an Equality Impact Assessment was carried out.

7.5 Rural Implications

There is now a greater choice of type and location of support for those in rural communities to have a personalised response to their circumstances and needs.

7.6 Human Resources Implications

None

7.7 Public Health Implications

The One You Cheshire East campaign encourages people in mid life to look after their health. The availability of local and personalised carer respite for older people in Cheshire East supports carer's in mid life to look after their health.

7.8 Other Implications

None

8.0 Risk Management

- 8.1 The procurement of the contracts via a competitive procurement process in accordance with the 2012 Act and Regulations meets the requirements of the Public Contract Regulations 2015.
- 8.2 Cheshire East Council are actively managing the contracts for these services which are subject to regular quality monitoring visits both from the Council's Quality Assurance Team and also the Care Quality Commission (CQC), the independent regulator of health and social care in England.

9.0 Access to Information

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

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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.

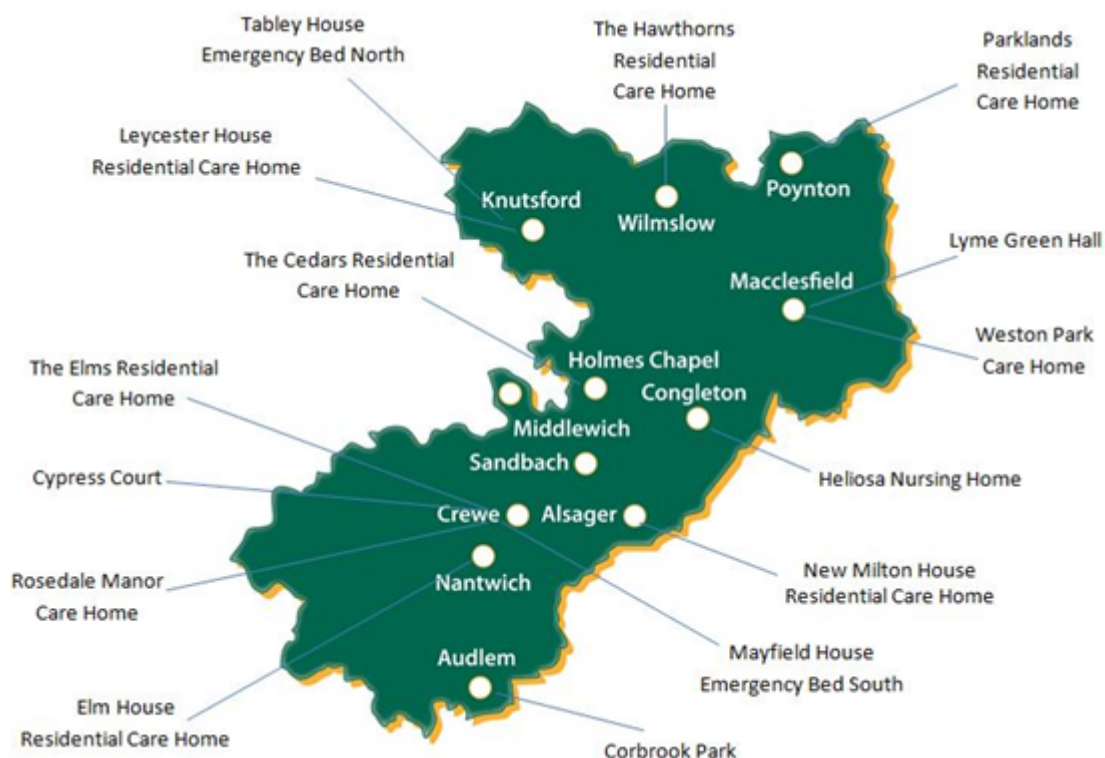
Do you know that carer respite provision is changing for the better?

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:



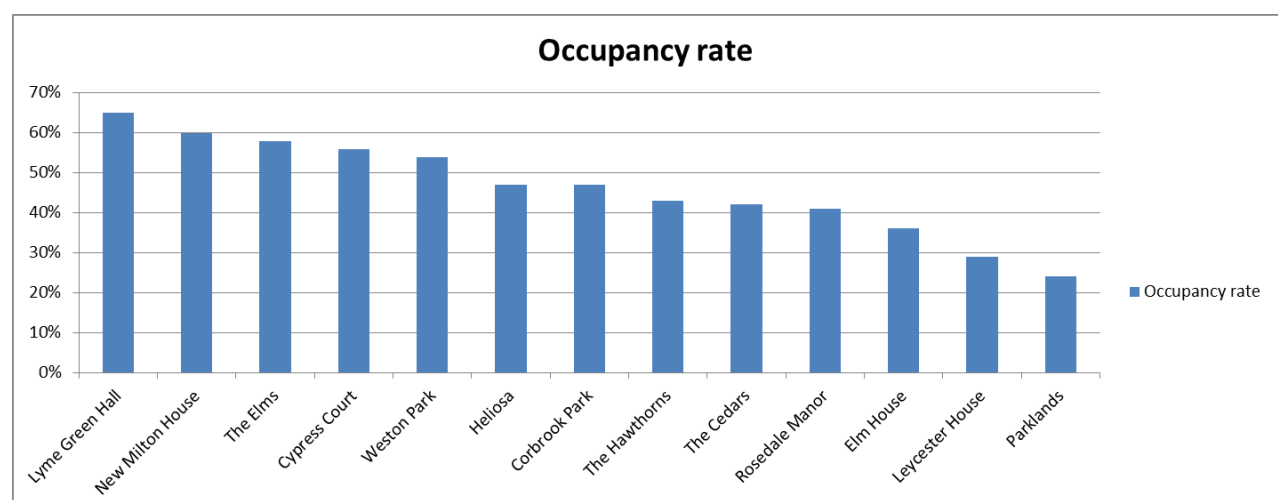
Appendix 2 Average Occupancy by Care Home

Pre-bookable carer respite

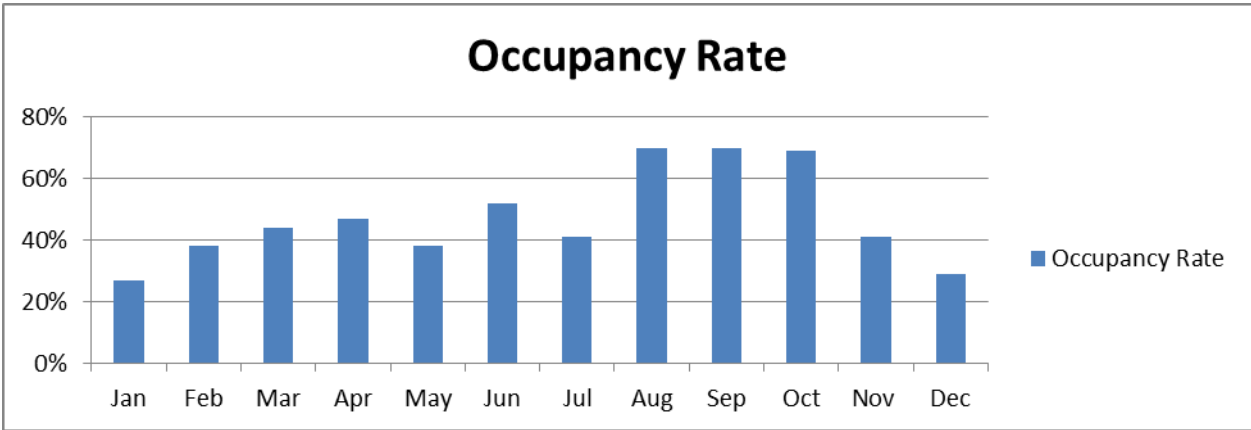
Location	Home	Provider	Number of beds	Average Occupancy
Alsager	New Milton House	CLS	1	60%
Audlem	Corbrook Park Nursing Home	Morris Care	2	47%
Congleton	Heliosa Care & Nursing Home	Takepart Ltd	1	47%
Crewe	Cypress Court	Four Seasons	2	56%
Crewe	Rosedale Manor	Four Seasons	1	41%
Crewe	The Elms	CLS	2	58%
Holmes Chapel	The Cedars	CLS	2	42%
Macclesfield	Lyme Green Hall	Pendlebury Care Homes Ltd	1	65%
Macclesfield	Weston Park	Four Seasons	2	54%
Mobberley	Leycester House	CLS	1	29%
Nantwich	Elm House	CLS	2	36%
Poynton	Parklands	CLS	1	24%
Wilmslow	The Hawthorns	CLS	1	43%

Emergency carer respite

Location	Home	Provider	Number of beds	Average Occupancy
Crewe	Mayfield	Mayfield House	1	
Tabley	Tabley House Nursing Home	Cygnat Healthcare	1	



Appendix 3 – Overall Average Occupancy Levels / Trends Jan 16 – Dec 16



Appendix 4 Carers Respite Cost Comparison

