

Oxfordshire's Respite Offer

Alternative care or support for the 'cared for person' to enable the carer to have a break from caring.



**OXFORDSHIRE
COUNTY COUNCIL**

Oxfordshire's Respite Offer

Oxfordshire County Council is committed to developing services with people. This is because co-design creates better, more effective and more efficient services. Oxfordshire's respite offer sits firmly in this model of designing services with the people who need them. Our implementation will also follow this model.

The Oxfordshire Respite Offer brings together the work of a group of people who care for a family member and need respite and Oxfordshire County Council officers to jointly redesign respite support for people in Oxfordshire.

This isn't a finished task, and we anticipate services changing over the next two years to reflect the ambitions contained in the offer.

Here are Oxfordshire first respite quality standards, clear visual descriptions and a strong position on how respite can benefit people in Oxfordshire. Their recommendations were clear and will be key to improving Oxfordshire's respite services

People told us a range of respite options and flexibility would improve respite for most of them. This paper outlines how we will achieve this.

We are very proud of the quality of the work that we have produced together. We want to thank everyone involved for being trailblazers in effective co-design in Oxfordshire.

Councillor Judith Heathcoat
Cabinet Member, Adult Social Care

John Jackson
Director of Adult Social Services

Introduction

The Oxfordshire Respite Offer' sets out Oxfordshire County Council's priorities for respite and the actions we are committed to take to improve people's experience of respite in Oxfordshire.

Oxfordshire has 61,000 carers; we need to enable them to find respite that works best for the carer and 'cared for ' person. Many people are receiving respite that works well for them; others are struggling to find respite. We will build on the strengths and improve the respite experience for more people. We will develop good quality information and advice, a range of options, flexibility and use our resources more effectively.

The Oxfordshire Respite offer to carers and people they care for is based on taking action in four areas that people told us are important to them. These priority areas are:

Priority 1: We will describe what good respite looks like and implement the co-designed quality standards.

Priority 2: We will make it easier for people to find respite and work together to increase the range of options available for respite

Priority 3: We will make it easier for people to find out if they are eligible for respite and if they might be asked to pay for it.

Priority 4: Professionals across Oxfordshire, carers, people who use services and commissioners will have a shared understanding of Respite and Emergency Care.

Priority 1: We will describe what good respite looks like and implement co-designed quality standards.

People told us that good respite needs to have the following features:

It must meet the needs and outcomes of both the 'carer' and the 'cared for person'.

It can vary in duration, frequency and the time of the day when it may be required. From a few hours during the day to do shopping, go to cinema, see friends, to hours in the evening and/or overnight, to a longer break of a few nights, a week or more.

It has to be appropriate to the care and support needs of the 'cared for person'. This can include low level support such as companionship and befriending, and/or personal care or specialist care/support for people with a range of disabilities, such as acquired brain injury or dementia.

To make sure that everyone involved in providing respite knew what good respite looked like we developed the Oxfordshire Quality Standards for Respite.

These quality standards look at respite care and support for both carer and the cared for person. They provide the expectations of what the carer and cared for can expect from the person and organisation providing the care.

They are overarching standards that cover all types of respite options, irrespective where or by whom the respite is provided.

Oxfordshire Respite Quality Standards

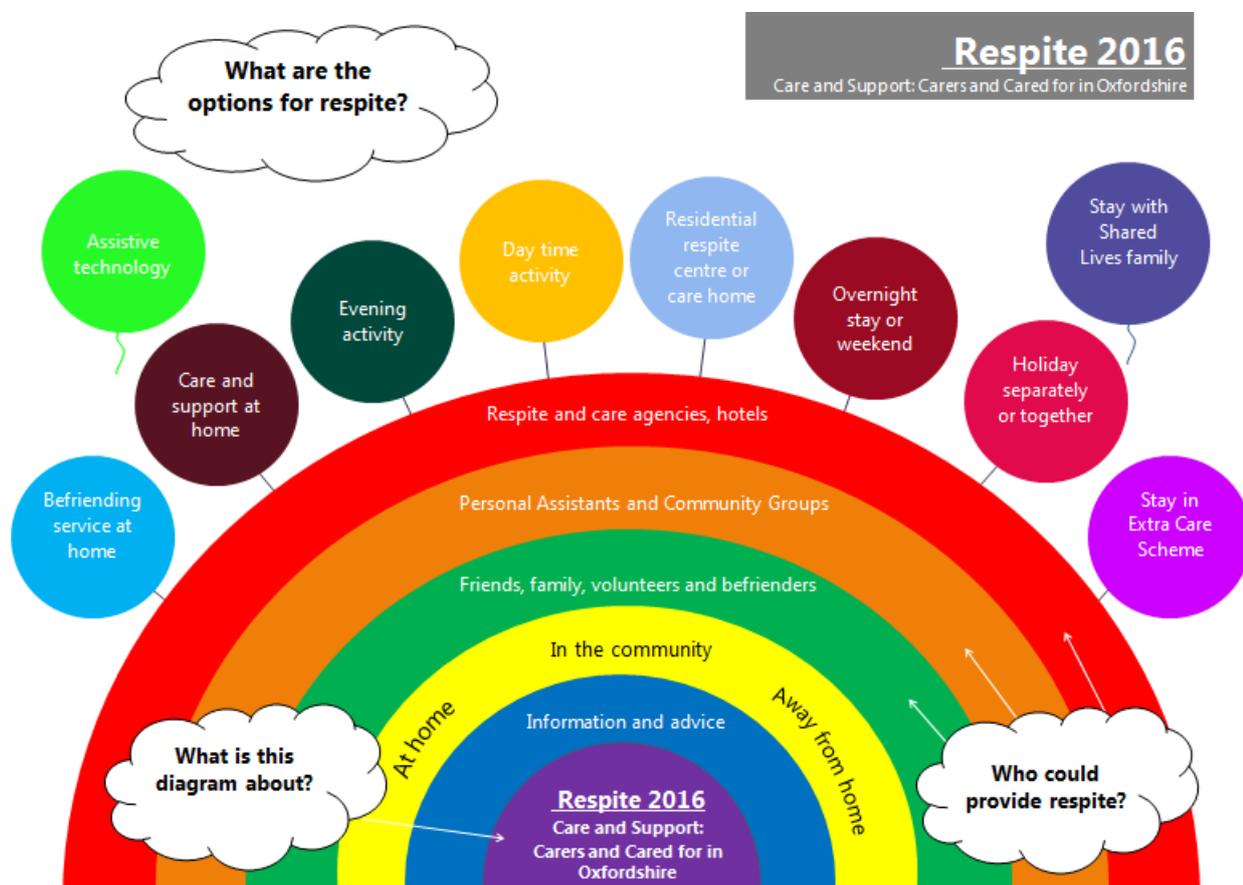
Quality standards for the person providing respite care and support	Quality standards for the organisation providing respite care and support
<p>Plan with you age appropriate, meaningful and personalised activities that meet your needs.</p> <p>Be pleasant and treat you with dignity, respect and empathy.</p> <p>Make your respite experience enjoyable and interesting.</p> <p>Know your support needs, interests and limitations.</p> <p>Keep your support plan up to date.</p> <p>Encourage and maintain your independence wherever possible.</p> <p>Have the required attitudes, knowledge and skills to meet your needs.</p> <p>Communicate with you about your care and discuss topics that interest and develop me.</p> <p>Check that you are happy with the support you are given and encourage you to tell us how it can be improved</p>	<p>Provide clear and up to date information to make booking easier for you.</p> <p>Make support easy to book - well in advance and at short notice</p> <p>Do not cancel your booking.</p> <p>Recruit and train staff with the right attitudes and skills to meet your needs.</p> <p>Provide continuity of staff - so you know the person who supports you.</p> <p>Ensure there are clear handovers between staff.</p> <p>Access the right equipment and environment to meet your needs.</p> <p>Ensure staff update support plans when the support changes.</p> <p>Ensure all staff who support you know your support needs.</p> <p>Provide flexible, reliable and safe support for you.</p> <p>Ensure you are notified if there is a change to the support staff you are expecting.</p>

Priority 2: We will make it easier for people to find respite and work together to increase the range of options available for respite

People told us carers and the 'cared for persons' all have different circumstances therefore there cannot be a 'one size fits all' approach to respite. A variety of options are needed to meet diverse situations.

Historically, respite in Oxfordshire has been provided mostly in buildings such as care homes or learning disability respite centres. There have been limited opportunities for other non-building based options. Some people have developed these non-building based options through creative use of Direct Payments.

Our vision for a more diverse and flexible Oxfordshire Respite offer is presented visually below.



This describes a more flexible approach to respite with the purpose of increasing the options for respite in Oxfordshire. It describes potential future respite options, as not all these options currently exist in Oxfordshire.

The respite journey starts with carer and 'cared for' person at the root of the rainbow, having access to good quality information and advice which helps them to consider three questions to create their own personalised and flexible respite option:

1. What does the 'carer' want to do and what meaningful activity does the 'cared for' person want to do?

2. Who provides the respite – volunteer, care or support worker, family and friends, personal assistant, Shared Lives family?
3. Where could the 'carer' and 'cared for' person be to achieve their goals? Who remains at home, who goes away or are they staying together?

What are the respite options?

Stay with Shared Lives Family

Shared lives families provide respite breaks for unpaid carers. These are provided for the 'cared for person' in the shared lives host family home or by attending community activities with the 'cared for person'. These can be for a part day, full day, and overnight or longer stays.

Holiday separately or together

A longer stay away from home, for example run by an organisation where cared for and carer can attend together or just the 'cared for' or carer goes away.

Overnight stay or weekend

A short stay away from home, for example run by an organisation where cared for and carer can attend together or just the 'cared for' or carer goes away. Examples could include free hotel overnight stays in hotels or apartments.

Stay in an Extra Care Scheme

Extra Care Schemes are buildings of approximately 40-60 individual one bedroom flats. Care and support are provided by on site care team. A lunch time meal and activities are also provided on site. The 'cared for person' would stay in an extra care scheme for respite.

Residential Respite Centre or Care Home

The 'cared for person' goes to stay in a learning disability respite centre or a care home in Oxfordshire. Length of stay varies depending on the facility.

Care and support at home

An agency employed support worker/personal assistant/family and friends providing respite for the carer by supporting 'the cared for person' in their own home. This could be for a few hours, longer than a few hours, for example 6-8 hours, overnight, a few days or a few weeks.

Befriending service at home

A trained and DBS checked volunteer providing 'respite' for approximately 2 hours a week in a person's home.

Day time activity or trip

The 'cared for' person attends a day time activity or goes on a day trip. This could be a group or individual activity.

Evening activity

The 'cared for' person attends an evening activity. This could be a group or individual activity.

Assisted Technology

Assistive technology refers to a range of simple devices that people can use to remain safe and independent in their own home. In short, assistive technology can help the 'cared for' person to

- Remember to have something to eat or drink, take medication or go to an appointment.
- Keep safe at home, through smoke, flood, or fall detectors.
- Request immediate help.
- Keep safe when they're out and about.
- Determine how they are managing at home, if, for example, they have memory problems.

Priority 3: We will make it easier for people to find out if they are eligible for respite and if they might be asked to pay for it.

People told us that it is important to them to have clear information about who may be eligible for respite, how to access respite and how respite is paid for. This information is summarised here and will be also available on our website

www.oxfordshire.gov.uk/respiteoffer

- Oxfordshire County Council is responsible for assessing and meeting eligible social care needs for the adult population of Oxfordshire.
- Whether carers and cared for people, are eligible for respite care and support, how much care and support they are eligible to receive and what funding is available to them is based on their individual level of need and is determined as part of the Oxfordshire adult social care provision under the Care Act 2014.

The process includes:

- An assessment of needs through: phoning 0845 050 7666 or completing the form at www.oxfordshire.gov.uk/onlineassessment
- After the assessment, we will review your care and support needs to determine if you have eligible needs and are therefore entitled to support from us.
- We use national eligibility criteria set by the government, more information on this is available at www.oxfordshire.gov.uk/onlineassessment
- If you have eligible needs you will be entitled to a Personal Budget; this is the sum of money we believe you need to meet these needs. Respite can be purchased with your personal budget.
- If you have eligible needs we will need to assess your financial situation to determine how much you will have to contribute towards the cost of your care. Most people have to make a contribution of some kind. For more information www.oxfordshire.gov.uk/cms/content/paying-care-home

Priority 4: Professionals across Oxfordshire, carers, people who use services and commissioners will have a shared understanding of Respite and Emergency Care.

The following definitions have been written with the carers and are based on real situations when people seek planned or urgent alternative care and support.

Respite: Alternative care or support for the 'cared for person' to enable the carer to have a break from caring.

Emergency Care: If, owing to an unexpected change in circumstances, the family carer cannot care for or support the 'cared for person', this becomes an 'emergency care' need. However this is not emergency respite. This may only be for short period, following which the carer is able to return to their caring role, or it may require longer term alternative care and support arrangements for the 'cared for person'. Examples include immediate hospitalisation or bereavement.

Types of respite

- **Planned respite** - This is when alternative care or support is booked well in advance, for example a year ahead to arrange a holiday abroad.
- **Short notice respite** - This is when alternative care or support is booked at short notice, for example:
 - two days' ahead to enable a carer to attend a hospital appointment or a family event;
 - To prevent a crisis, if a carer knows they are really struggling to care for or support the 'cared for person'. For example they may be having some personal difficulties and have no family or friends who can assist.

Making it happen

To develop this Oxfordshire Respite offer we have produced a two year action plan shown below. The actions are based on people's feedback about what we have already and what we need to develop, what works and what we need to improve. This action plan will be reviewed annually and published on the respite webpage.

What are we going to do?	Completion date
Promote development of and sign post to Personal Assistants Network.	Ongoing
Deliver a county wide emergency care replacement service for all carers in Oxfordshire.	Autumn 2016
Implement the new respite quality standards where possible and relevant.	Autumn 2016
Develop and make available information and advice on respite and emergency care for all Oxfordshire residents.	Winter 2016
Develop and implement a respite and emergency care pathway/ journey and update access processes and procedures.	Spring 2017
Develop options to provide a co-ordination (telephone and email advice) function to help people find the best respite for them.	Spring 2017
Review the Befriending Carers Service and decide on intentions.	Autumn 2017
Redesign learning disability building based respite options based on this model, and then engage/consult as required, and then commission/ remodel the service.	Autumn 2017
Explore the option of increasing respite beds for self-funders as part of the Oxfordshire Care Partnership Contract.	Spring 2017
Explore options to provide respite within the Extra Care Programme.	Summer 2017
Make more effective use of our block contracts (pre-paid beds) in care homes and buy less spot (individually brought beds) for respite and emergency care.	Spring 2017
Explore the use of the Help to Live at Home contract, and other services for respite and implement the best respite at home option.	Autumn 2017
Explore the development of the Shared Lives Respite Service within the current budget.	Spring 2017

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