



Hertfordshire Record of consultation event

Meeting name:

Short Breaks (Respite) Consultation Meeting

Date:

11/09/2019

Time:

1pm

Location:

Meeting organiser and contact details/

Presenter – David Price. Support – Annette Mile. Respite2019@hertfordshire.gov.uk

Meeting Notes

(Note - Answers noted were the answers given during the meeting)

1. Why are HCC closing their own services and do HCC contract with themselves?

HCC in-house is a separate organisation, which is CQC registered. The block contract means that we pay for the beds and they are staffed, whether or not they are used, meaning we are paying for rooms that are not being used.

2. Why are you closing two of the places that have the highest occupancy rates?

The rationale is about geographical location, there are other options that people can use.

3. Isobel is taking away the one unit in the side of the county – so cannot be based on geography.

There is capacity within the other in-house services, as well as other providers who provide respite and short breaks. The council can also work with providers who would like to provide short breaks, there may be alternatives that are closer to home.

It has to be cost efficient and we need to relook at how capacity can be met.

4. Not convinced it is about geography and isobel court is purpose built – why are these being closed?

Reasons are based on geography as there are other services in the area to meet the need.

5. In order to be able to respond to the consultation, would like to know where the other options are. Need to know outline information about what the other services are.

We will share these with the notes or at a later date.

6. The rationale being geography and occupancy does not make sense, as these services have high occupancy rates, we would like to know what the alternatives are.

We will share these with the notes or at a later date.

7. 15 miles is a long way and not everyone is a car driver, not everyone has transport to be able to travel further



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Going to go away and ask what will the impact be, get a narrative from those that know people affected.

8. Our 2 emergency contacts live around the corner from Isobel court, if he had to go somewhere else, there is no-one local in an emergency if anything happened to him or us

We will look at what the impact will be for people.

9. One lady's son goes to Isobel Court, even though Apton Road is closer. She is now very distressed, he travels far to go there and she is very concerned

Any individual affected, their needs will be assessed to understand the impact

10. Transport will need to be arranged to go further, as day opps is near to current short breaks

Need to understand the impact of days opps and how long someone will be travelling for, will need to think about the impact.

11. So not making savings as some of the money will go on transport

The issue is not just about saving money, but also making best use of what is available

12. We are not relying currently on transport being provided, he currently still goes to day opps when he is in short breaks as they are all close

The purpose of the consultation is to understand the impact of the changes. Actively encourage you to engage in the consultation.

13. Challenging to go back to a social worker to ask for a reivew, don't want to rock the boat, don't want them to take away anything

The amount of respite carers are eligible for will not change

14. If there are more people going to a specific place, it will have an effect

The impact still needs to be scoped.

15. Our son has been allocated an extra 6 nights, will we be able to use it in a way that benefits us? We might be in a situation where we can't use the short breaks we want.

It may be a case that we look at how we look at how we fairly distribute the short breaks booking. The pattern that is available currently may not be suitable, but may need to look at a new booking system and process, so how do we make it fair.

16. You're taking away emergency services as well, as we (carers) get older our needs become more, with more demand and beds being moved, that will become more difficult

Our services need to be able to better respond to emergency situations, part of the work is also to scope an emergency service.

17. Preferred dates will also become limited, we have just completed the form for sept – mar, Isobel court couldn't provide the dates we wanted for march

If can replace with a system that allows for flexibility with booking and services being able to respond.



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18. Where it impact on travel, but not eligible for travel now, will this mean we become eligible? Those that do get it, will they get more?

People will need to be reviewed.

19. How will reviews happen?

Worker will need to be allocated to do a face to face assessment

20. What will happen with the services that are closed

Not really able to answer at the moment, isobel court – we don't own the building. As service provider we have our own views. That is for decisions to be made elsewhere, but it is a supported living site

21. Just saw a parent whose child uses isobel court and didn't know about this meeting

Get them to make contact, can make sure the pack goes out to them.

22. Can we have the presentation as well?

Yes, will be sent with the notes

23. If someone is ill and they don't go to their day service, that is still paid for. If respite someone does not go to respite due to being ill, but they are still charged and the bed is refilled, there is double charging

Need to check on what basis we bill if someone is not able to attend

24. We would like an online booking system, it would be useful to have an online record of bookings, currently it is all done by email.

Some things can do with technology, fill in an online form, submit it and it sends you a copy of what have submitted. Some private providers are using online booking systems.

25. For emergencies, people generally contract the short breaks service directly, but depends on what class as emergency and if they don't have availability they ring one of the other providers

May be that go to a central point who do that coordinating, but who do we speak to if need to follow up

26. There is no point having a provision that our son is not happy with, if one we like is full, can we choose another one we like?

Spot purchase means can use any provider you like as long as within your allocation, can be flexible and use which ones you like

27. Why can't you change the contract?

In-house based their model on a block based funding model

28. One of our carers wanted emergency, but was only given cover for part of the stay

If within allocation can book, but if was additional need, would need to assess, case by case



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29. Still not answered, A is not on occupancy, B not on geography – what basis?? What about options such as absorbing St Michaels with the meadows?

Tewin – the provider wants to withdraw

St Michaels is specialist service, that stands apart, provides support for PD and drug and alcohol, and the remaining rooms are going to be for hospital discharge, the others are defined as residential care setting for people with ADS. Occupancy figure is also skewed, as was operating at a lower level. Need to have a physical disability to be able to go to St Michael's. invested in that service, to meet the needs of people who have a PD and plus size, built around people with PD expect the occupancy rate will increase when is fully staffed. Slightly different remit as work with the hospitals as well.

General comments -

- Find the services really accommodating
- People would like to know the dates of all the sessions
- Times to be made earlier to fit in with day service times
- If reducing the beds available and choices will be more difficult
- If there is somewhere that is marvellous, we don't have the comparison about what else is available
- Consistency is so important for the carer but also the cared for
- Need to know
 - What are the other options
 - What is the provision
 - How do we book it