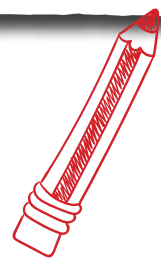
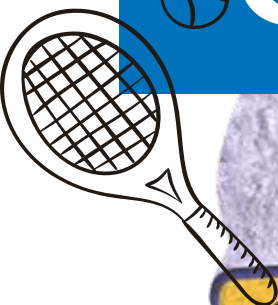


Respite

Opportunities

and Short Breaks



for
People with
Complex Needs
and Learning
Disabilities
and/or
Autism



Public Consultation
4 September 2017 to
10 November 2017

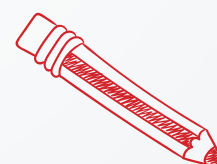
Contents



Page



1. Who are we 3
2. Welcome and Introduction 4
3. What this consultation will focus on 6
4. What respite services do we have now? 7
5. Which services will be affected? 8
6. How we arrived at our options for consultation 9
7. Appraisal criteria 10
8. Options taken forward for consultation 11
9. Public consultation events 12
10. How we will use your feedback 13
11. Public consultation questionnaire 14



1. Who are we

NHS Hartlepool and Stockton-on-Tees CCG and NHS South Tees CCG



NHS Hartlepool and Stockton-on-Tees CCG (HAST CCG)



36 GP practices



cover a population of over 300,000

NHS South Tees CCG



40 GP practices



cover a population of nearly 300,000

What does this mean?



Clinical:

we are made up of GPs, nurses and other health professionals who know your health needs and how to meet them.



Commissioning:

we plan and buy health services on your behalf.



Group:

we are organisations that work on behalf of local GP practices.



2. Welcome and Introduction

Welcome to our public consultation about respite opportunities for people with complex needs, learning disabilities and/or autism.

We are giving you this information to help you take part in a consultation about respite services in Hartlepool, Stockton-on-Tees, Middlesbrough and Redcar and Cleveland. This consultation is being led by NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group and NHS South Tees Clinical Commissioning Group.

This Consultation is in line with the national and regional 'Transforming Care' agenda, looking at how people with learning disabilities and their families and carers can use a bigger range of different types of services, closer to where they live. Importantly there should be less reliance on services that are provided within hospital, making sure there are good services available in the community.

This has resulted in a need for the CCGs to commission respite services for people with eligible health needs in a different, more effective way to ensure that the needs of individuals are met safely and in a way that meets the wide ranging and personalised outcomes for individuals and their family carers. Some services need to be tailored to the needs and challenges of individuals.

We talked to members of the public, patients and carers about what respite means to them in a review carried out between December 2016 and February 2017. We talked to a wide range of people with complex needs, learning disabilities and/or autism, parents, carers and families.

The key issues that led to the review and consideration of the development of services are as follows:

- Demand is growing
- The needs of people are becoming more complex
- There are potential gaps in services
- There is potential duplication of services
- National and local policies influence how services can be delivered
- Availability of choice needs to improve
- Access to and allocation of services needs to be effective
- Needs to be fair and equitable

We have used what people have told us to help define what respite, short break and day opportunities are and how people benefit from it. We think respite helps individuals and their carers recharge their batteries and creates new opportunities to maximise longer term wellbeing.

What people have told us

- Emergency situations mean that their respite stays are disrupted or sometimes emergency care and support has not been easily available
- Emergency care and support has not been easily available.
- There needs to be a range of responsive options available for planned and emergency respite needs.
- Some people use bed-based respite services and day services at the same time. This duplication is costly to the NHS. We think that there is a better way to meet people's needs to make sure that they have the best opportunity to achieve personal outcomes.
- We need to make sure that people get the support that they need to manage personal budgets and still create opportunities for people to access different types of service even if they do not want to take personal budget payments.
- Having access to some bed based respite services is important.
- Children and young people with learning disabilities and complex needs who are reaching adulthood have different expectations about options that should be available and need to receive services that meet their needs.
- Respite for people with learning disabilities and complex needs is limited. People have told us that there needs to be more choice and better facilities. More innovative options need to be considered and developed for individuals to make sure their needs are met with the person truly at the centre of their own support.
- It is important to have flexible and responsive services to meet the personal needs and preferences of the people who use them and their family Carer(s) and that this needs to be fair. Confidence in the qualifications and competency of staff is also very important
- Transport between bed-based respite provision, day service facilities and home limit the options that might be available to people. People have told us that transport arrangements need to be improved.

The view of the public, patients and carers are extremely important to us. This public consultation is therefore designed to listen to your views and to help inform the decision.

Services provided by the Local Councils are NOT part of this consultation but it is important to consider how these services link with the NHS Bed Based Respite service.

No decision will be made until after the consultation has closed. The consultation report will be shared with members of the public and patients via the CCG websites and available upon request.



3. What this consultation will focus on

We are seeking your views about making changes to current services.

Choice to access Bed Based Respite services – what does this mean?

At night, it could be an opportunity for the individual to spend one or more nights away from home.

Choice to access flexible community based respite services – what does this mean?

During the day it could be craft, drama, gardening or a sporting session held in the local community aimed at meeting the needs of the individual and their parent/carer. You can book these activities at short notice and will have the flexibility to change the activities from week to week depending on need. Please see below a menu of ideas about what flexible community outreach services could look like in the future.

Overnight Bed Based Care
Residential/Nursing
Care Home Setting
Shared Lives
Placements
Alternative
accommodation -
e.g. specially adapted
residential
accommodation, flats
or houses

Flexible community
based leisure and
activity options
Farm/horticulture
sessions
Arts and Craft sessions
Drama sessions
Sensory/therapeutic
sessions
Sporting/Active sessions
Social Events/sessions
Extended (7 day and
late night) opening
and availability

Support in your
own home

Potentially from
trained and/or
qualified staff

1:1 help or support
to use respite in the
community

Potentially from
trained and/or
qualified staff

Holiday/short break
options (with or without
natural support)

Alternative
accommodation
Chalet or caravan
provision - specially
adapted
Hotel/guest house/
b&b - as per
preference of the
individual

Transport
Transport will
be assessed on a
needs led basis

Choice to access clinically led outreach support services – what does this mean?

Whether it is day or night it is important that people receive the support they need from staff who have the right skills to support them safely. This could mean a nurse or a member of staff who is not a nurse, providing the support needed. Support staff will have supervision and training from a qualified nurse.

Changing the assessment and allocations process making it more needs led

To find out how much respite is needed for each individual and parent/carer, an assessment will be completed based on their individual needs, carried out by a health/care professional with the patient, their family and any other professionals involved in supporting them.

4. What respite services do we have now?

Respite services are funded by the NHS and Local Councils. There are currently a range of respite services in Teesside for people with complex needs and learning disabilities and/or autism. These adults may also have health needs such as;

Mental health conditions

Challenging behaviour

Complex epilepsy

Severe autism

Profound and multiple disabilities

Services provided by the Local Councils are NOT part of this consultation but it is important to consider how these services link with the NHS Bed Based Respite service.



5. Which services will be affected?

Respite services in Teesside that are provided by the NHS are called 'bed-based' services. This is because people with learning disabilities and complex needs go to one of two buildings and stay overnight, or for a number of nights. Both of these services are run by Tees, Esk and Wear Valleys NHS Foundation Trust. These services are at 2 Bankfields Court in Normanby and Aysgarth in Stockton-on-Tees.

2 Bankfields Court in Normanby is currently used by up to 51 people with different needs. Aysgarth in Stockton-on-Tees is used by up to 43 people with different needs. Nearly half of the people who use Bed Based respite at 2 Bankfields Court or Aysgarth also use day services five days a week.

The beds at 2 Bankfields Court and Aysgarth cost approx. £1.5 million per year across Tees. Can we spend this money better to improve respite services for local people now and in the future?

As part of this consultation one of the options will result in the beds at 2 Bankfields Court and Aysgarth being replaced.



6. How we arrived at our options for Consultation

We developed seven possible scenarios for how we might be able to make available respite, short break and day opportunities based on what people told us in the review.

Scenario 1:	Continue existing Bed Based Respite services.
Scenario 2:	Close the existing Bed Based Respite service entirely.
Scenario 3:	Continue existing Bed Based Respite services. Change the assessment and allocations process, making it more needs led.
Scenario 4:	Close existing Bed Based Respite Services and buy a range of Bed Based Respite Services. Change the assessment and allocations process, making it more needs led.
Scenario 5:	Buy a range of Bed Based Respite services to replace existing Bed Based Respite services. Change the assessment and allocations process, making it more needs led. Buy flexible community based respite services. Buy clinically led outreach support services.
Scenario 6:	Continue to buy Bed Based Respite services at 2 Bankfields Court and Aysgarth. Change the assessment and allocations process, making it more needs led. Buy flexible community based respite services. Maintaining services at 2 Bankfields Court and Aysgarth means there will be flexible community based respite services as in Option 1 but they will be limited due to the funding needed to maintain the existing service.
Scenario 7:	Close existing Bed Based Respite services. Buy flexible community based respite services.

These seven scenarios were taken forward and then evaluated using an appraisal criteria (shown on the next page).

7. Appraisal Criteria

The following table shows the appraisal criteria used to evaluate the seven scenario, which are also based on what people told us in the review and the priorities of the CCG.

(What people told us in the review is in bold in the table)

	SCENARIO 1	SCENARIO 2	SCENARIO 3	SCENARIO 4	SCENARIO 5	SCENARIO 6	SCENARIO 7
Meet the needs of the current and future populations	X	X	✓	✓	✓	✓	X
Be flexible enough to meet the changing needs of individuals and provide crisis and emergency response	X	X	✓	✓	✓	✓	✓
Increase choice/opportunity for the individuals who receive the service	X	X	X	X	✓	✓	X
Improve the responsiveness of the services available	X	X	✓	✓	✓	✓	✓
Increased capacity for current and future cohort	X	X	✓	✓	✓	✓	✓
Increased accessibility	X	X	✓	✓	✓	✓	✓
Provide planned respite options as well as more flexible short notice arrangements	✓	X	✓	✓	✓	✓	✓
Be affordable within the identified financial envelope	X	✓	✓	✓	✓	✓	✓
Improve the personalisation of services	X	X	X	X	✓	✓	X
Supports the integration of respite into wider package of support – holistic packages led by need	X	X	X	X	✓	✓	✓
Further promote opportunities for joint/partnership working with Local Authorities	X	X	X	X	✓	✓	✓
Allows for mixed economy for types of services available	X	X	X	X	✓	✓	X
Allows for mixed economy for how services could be purchased (ie NHS Commissioned Services and/or purchase through PHB payment option)	✓	X	X	X	✓	✓	✓
Services to be available 24 hours a day and 365 days a year	X	X	X	X	✓	✓	✓
Workforce arrangements to be flexible enough to be able to fluctuate to respond to the needs of the individuals in terms of skills, competency and available capacity	X	X	X	X	✓	✓	✓
Services available that are close to people's homes for whole CCG population	X	X	X	X	✓	✓	✓
Services to be sustainable in the longer term in terms of financial viability and fitness for purpose (future proof)	X	X	X	X	✓	✓	✓

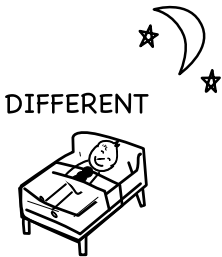
Scenarios 1,2,3,4 and 7 were not taken forward to consultation as they did not meet the criteria. They are not viable options for the services in the future, because the options are not sustainable and will not be able to meet the needs of the current and future populations.

Scenarios 5 and 6 were considered as options and these have been taken forward to consultation.

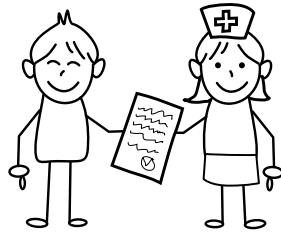
8. Options taken forward for Consultation

Following the appraisal process, we will be consulting local people, carers and stakeholders on the following two options... Both options will be delivered within the existing £1.5 million budget.

Option 1



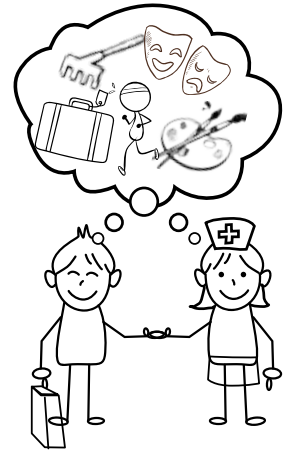
Buy a range of Bed Based Respite services to replace existing Bed Based Respite services.



Change the assessment and allocations process, making it more needs led.



Buy flexible community based respite services.

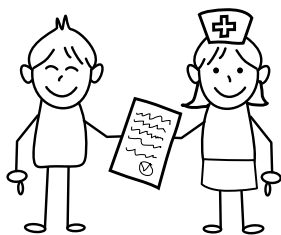


Buy clinically led outreach support services.

Option 2



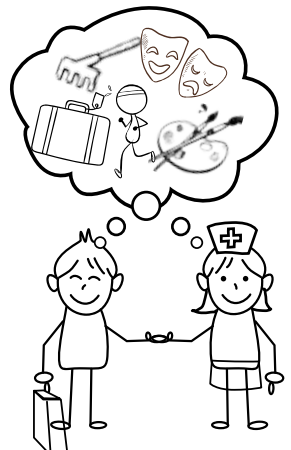
Continue to buy Bed Based Respite services at 2 Bankfields Court and Aysgarth.



Change the assessment and allocations process, making it more needs led.



Buy flexible community based respite services.



Buy clinically led outreach support services.

Maintaining services at 2 Bankfields Court and Aysgarth means there will be flexible community based respite services as in Option 1 but they will be limited due to the funding needed to maintain the existing service.

9. How you can have your say

Public consultation events:

The times and dates of our public consultation events are shown in the table below. If you wish to attend one of the public events, Please register via Eventbrite (links in the table below) or by telephoning **0191 374 2795**. Please let us know at the time of registering, if you have any special requirements.

Date	Time	Venue
Monday 18 September 2017	10.00am – 12.00 pm	North Shore Academy Talbot Street Stockton-on-Tees TS20 2AY

<https://ldrespiteconsultationevent180917.eventbrite.co.uk>

Wednesday 20 September 2017	6.00pm – 8.00pm	Hartlepool College Stockton St Hartlepool TS24 7NT
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<https://ldrespiteconsultationevent200917.eventbrite.co.uk>

Monday 25 September 2017	10.00am – 12.00pm	Tuned In Majuba Road Redcar TS10 5BJ
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<https://ldrespiteconsultationevent250917.eventbrite.co.uk>

Saturday 30 September 2017	10.00am – 12.00pm	Trinity Centre Holy Trinity Church The Market Place North Ormesby Middlesbrough TS3 6LD
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<https://ldrespiteconsultationevent300917.eventbrite.co.uk>

Complete an online survey:

You can do this by visiting our websites www.hartlepoolandstocktonccg.nhs.uk or www.southteesccg.nhs.uk or access the survey direct at www.surveymonkey.co.uk/r/LDRespiceconsultation2017

You can contact us using the details shown on next page to request a paper copy, or if you need the survey or this full document in alternative languages or formats.

10. How we will use your feedback

We know it is really important to keep you updated, especially when you have taken the time to share your thoughts and views with us. At the end of the consultation, an independent organisation will write a report. The respective CCG Governing Body will look at the report and use the information and recommendations to decide how best to improve Learning Disabilities Respite services across Tees.

We will publish the report on the CCG websites, share via CCG social media and send to online platform MyNHS.

If you would like any further information about this respite consultation, or if you need any help to participate in any of the ways above or just wish to share your views, please contact the Communications and Engagement Team on

0191 374 2795

or by email at necsu.engagement@nhs.net

11. Respite Opportunities for People with Complex Needs and Learning Disabilities and/or Autism

Public Consultation Questionnaire

Please read the accompanying consultation information before completing the questions below.

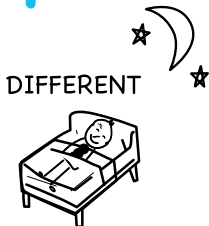
Please send the completed questionnaire (no stamp required) to

Communications and Engagement, FREEPOST RLSH-KHYU-YREH, NHS North of England
Commissioning Support, John Snow House, Durham University Science Park, DH1 3YG
by 10 November 2017

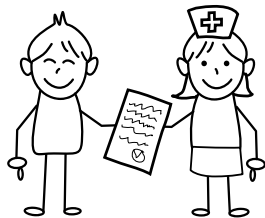
Options for Change

1. We want to know what you think about each option to help us shape how the new services will look in the future. Can you tell us what option you support?

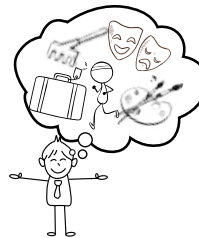
Option 1



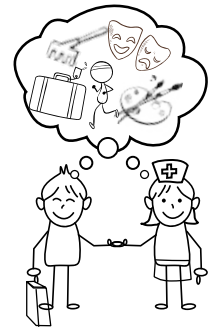
Buy a range of Bed Based Respite services to replace existing Bed Based Respite services.



Change the assessment and allocations process, making it more needs led.



Buy flexible community based respite services.



Buy clinically led outreach support services

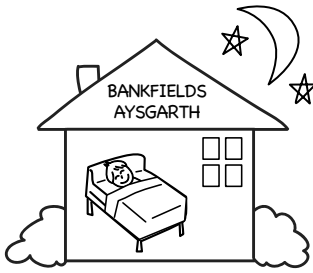
I support this

I do support this BUT (please explain below)

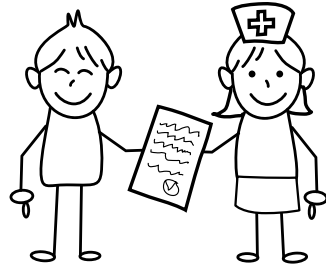
I do not support this (please say why)

Don't know / no opinion

Option 2



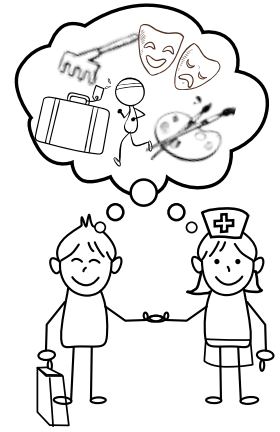
Continue to buy Bed Based Respite services at 2 Bankfields Court and Aysgarth



Change the assessment and allocations process, making it more needs led.



Buy flexible community based respite services



Buy clinically led outreach support services.

Maintaining services at 2 Bankfields Court and Aysgarth means there will be flexible community based respite services as in Option 1 but they will be limited due to the funding needed to maintain the existing service.

I support this

I do support this BUT (please explain below)

I do not support this (please say why)

Don't know / no opinion

2. Below is a menu of ideas of flexible community based respite services. Could you please indicate which of these ideas you support.

Overnight Bed Based Care	Residential/Nursing Care Home Setting Shared Lives Placements Alternative accommodation – e.g. specially adapted residential accommodation, flats or houses	<input type="checkbox"/>
Support in your own home	Potentially from trained and/or qualified staff	<input type="checkbox"/>
1:1 help or support to use respite in the community	Potentially from trained and/or qualified staff	<input type="checkbox"/>
Holiday/Short break options (with or without natural support)	Alternative accommodation Chalet or caravan provision – specially adapted Hotel/guest house/b&b – as per preference of the individual	<input type="checkbox"/>
Flexible community based leisure and activity options	Farm/horticulture sessions Arts and craft sessions Drama sessions Sensory therapeutic sessions Sporting/Active sessions Social Events/sessions Extended (7 day and late night) opening and availability	<input type="checkbox"/>
Transport	Assessed on a needs led basis	

3. Do you have any other ideas of flexible community based respite services?

4. Do you have any other feedback?

5. Where have you heard about this consultation?

- | | | |
|--|---------------------------------|---|
| <input type="checkbox"/> Local newspaper | <input type="checkbox"/> Email | <input type="checkbox"/> Twitter/Facebook |
| <input type="checkbox"/> Word of mouth | <input type="checkbox"/> Letter | <input type="checkbox"/> Consultation website |
| <input type="checkbox"/> Leaflet in public venue | | |

6. Overall, how do you feel about the way you have been consulted and the level of information that you have been given?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Quite satisfied |
| <input type="checkbox"/> Quite dissatisfied | <input type="checkbox"/> Very dissatisfied |

About you

The CCG's have a duty to ask for data monitoring information, so we can meet our equality duties. You do not have to answer all the questions if you do not want to.

7. Are you:

Person with Learning Disability Carer Family Member

Other (please state)

8. Please state your gender:

Male Female Other Prefer not to say

9. How old are you:

Under 18 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 – 74 75 – 84 85 and over

10. What is your marital status?

Married Single Divorced Widowed Separated Civil partnership

Other

11. What is your ethnic group?

White Black/African/Caribbean/Black British Asian / Asian Black
 Mixed / Multiple ethnic groups Prefer not to say Other

12. What is your religion?

Church of England Roman Catholic Christian Methodist Muslim Jewish
 Jehovah Witness Atheist / None Prefer not to say

Other

13. Do you consider yourself to have a long standing illness or disability?

Yes No

14. Do you care for someone with a long standing illness or disability?

Yes No

15. How would you describe your sexuality?

Heterosexual or Straight Gay or Lesbian Bisexual Prefer not to say

Other

16. Please tell us if you are pregnant or have a child under two years old

Yes No Prefer not to say

17. Have you undergone gender reassignment?

Yes No Prefer not to say

18. Please tell us the first 4 or 5 character of your post code
(please note this does not identify a street or house) e.g. TS18 1 or TS4 2

19. Once the consultation is finished, we will widely publicise the results –
what more information do you think people need to help them access services.

Respite

Opportunities

and Short Breaks



for
People with
Complex Needs
and Learning
Disabilities
and/or
Autism

