

## Frequently Asked Questions

### 1. What are replacement and respite services and why are they provided?

In the past the provision of a short accommodation based break was called Respite care. This was changed to Short Breaks for children and some other client groups because people did not like the word respite. The Care Act now calls it Replacement care.

In the Care Act replacement care is designed to replace the care that an unpaid carer would normally be giving the person they care for. It may be needed so they can look after their own health and wellbeing or to take a break from caring, or both. For example, it may be that regular replacement overnight care is needed so they can catch up on their own sleep.

Respite was sometimes provided to give an individual with eligible care & support needs a break from their home environment or their family. Other times it was provided to enable the carer to have a break from their caring role.

In the future we are proposing to use the term replacement care when we provide additional support to replace the care normally provided by the carer and in doing so enable the carer to have a break. Where an individual with eligible care and support needs feels they need a break, this will be included in their own planning and care package.

### 2. Why are you doing a review of replacement care?

We need to make sure we are compliant with the new Care Act 2014, which sets out clearly the importance of providing replacement care to give carers a break. We also want to make it clear who the care is for, give carers more choice and flexibility, increase the options available to carers and make sure there is fair access to replacement care for everyone. All of this is set out in the proposal and available at [www.Southampton.gov/replacementcare](http://www.Southampton.gov/replacementcare)

### 3. What is a personal budget and how do I make choices with it?

The Care Act also sets out the duty for Local Authorities to provide individuals, including carers with a personal budget. This is a transparent amount that helps individuals make the right choices about the services they want to use to meet their needs and achieve the agreed outcomes.

A personal budget identifies an amount of money (a budget) which is based on needs identified during an assessment. It is an amount which is deemed appropriate to meet those needs but provided as an indicative budget.

Following an assessment, the carer will be informed of their indicative personal budget. They will use this to put together a plan of how to use the budget to meet the agreed outcomes. This will provide a final and agreed personal budget.

- As a **direct payment**, where the money is paid into a dedicated bank account and the carer chooses and purchases services to achieve agreed outcomes.
- Through a **third party** who manages the carers personal budget, as instructed by the carer, to purchase services to achieve agreed outcomes or
- Personal budget continues to be **managed by Southampton City Council**.

People who are interested in having a personal budget as a direct payment can access more information at Spectrum [www.spectrumcil.co.uk/](http://www.spectrumcil.co.uk/) or write to Spectrum CIL, 9-19 Rose Road, Southampton SO14 6TE, or phone: 023 8033 0982)

### 4. How will you manage any changes to the replacement services I receive?

If the proposals are agreed there may be a number of changes for individuals and their carers. Some people may start to have access to replacement care, not previously offered to them. Others may find that the assessment leads to a smaller budget than previously allocated which may impact on the level of service.

For the majority of people the only change could be the way the services are recorded, setting out clearly who they are provided for and why.

For those who may now be able to access replacement care we will make sure they have information about the different ways they can access it and how they can use a personal budget.

For those who may see a reduction in the level of services due to the changes we propose we will work with them on an individual case by case basis to ensure any reduction is planned and managed over an agreed period of time.

For those where the only change will be the way that services are recorded we will set out clearly who those services are provided for and why. We can offer help and support to those who are interested in a wider choice of services.

## 5. How will I know what has changed?

If the proposal is supported, the information will be provided in a much clearer format which sets out what the funding is for. This will cover three areas, these are

1. To meet the eligible care and support needs of the individual
2. To cover the cost of replacement care to give the carer a break
3. To enable carers eligible needs to be met.

Knowing how much each element is being funded for (as an indicative budget initially), will enable the individual and the carer to make their own choices, in discussion with each other, about what services they want to use to achieve the agreed outcomes.

For many individuals and their carers there is unlikely to be a reduction in the level of funding (unless other circumstances have changed). However, it is likely the funding will be separated to show each of the three areas listed above; the needs of the individual, the cost of replacement care and the needs of the carer.

Where the carer has eligible needs (point 3 above) there will be a specific funding element included. The following table gives an example of this.

Current scenario		Future scenario	
Individual and their carer receives £500 funding per month to meet their care and support needs of the individual and provide some replacement care so the carer can have a break.	Client contributions payable	Individual receives £400 funding per month to meet their care and support needs.	Client contributions payable
		An allocation of £100 funding per month to purchase replacement care to give the carer a break	Client contributions payable if services provided to the person being cared for
This may have included some funding for the carer but has been very limited	No contributions required	£17 per month provided to meet carer eligible needs	No contributions required
<b>Total budget £500 per month</b>		<b>Total budget £517 per month</b>	

*The amounts shown are for illustrative purposes only.*

## 6. What if the amount of support provided to me and the person I care for reduces?

For the majority of people there will be either no change or an increase in their funding. For these cases the funding will be set out more clearly (see above question) so each person knows what the funding is for and how it should be used.

However, in some cases, where the level of replacement care has been very high in comparison to other clients or client groups, we will work with each individual and their carer on a case by case basis to manage any identified changes in a timely manner.

## **7. Is this about cutting services and saving money?**

The review is looking at the way we approach replacement care and how we intend to make it available in the future rather than how to make savings in this area.

However, Southampton City Council, like all local authorities, is facing significant financial challenges and this review will give consideration as to whether we are currently achieving best value for money within current arrangements. This will involve looking at what providers charge us and whether this is reasonable for the service and quality they provide.

It is likely that the changes we propose will lead to a wider range of services as carers become aware of the option to access replacement care and support to meet their own needs.

## **8. What if the service I am using needs to close?**

Services may need to close for a number of reasons, for example the service is no longer financially viable or too few people are choosing to use a service. If this happens we will work with individuals and their carers to find and try out alternative options. We have used trials in the past which have provided people with the opportunity to see whether a different service is right for them.

## **9. Will this mean Kentish Road is closing?**

The Cabinet supported the decision in January 2015 for Kentish Road to be closed in September 2016. The final date of closure is subject to suitable alternatives being developed for individuals currently using the service. There is also additional work being carried out directly with Kentish Road to support individuals to choose alternative services.

This review is looking at a range of alternative services across all client groups and how these might be expanded. This will benefit everyone, including those using Kentish Road.

## **10. Have you made a decision already?**

No. We are consulting on the preferred options. We will give careful consideration to all viable proposals resulting from this consultation and we will look at the ways these could be taken forward. The results for the consultation will be made public via the city council website

## **11. When would any agreed changes be implemented?**

A decision on the final way forward will be made by Cabinet in June 2016, taking into account the results of this consultation and the Equality Impact and Safety Assessment. An interim progress report is planned for the Cabinet meeting in March 2016.

We will be updating the Frequently Asked Questions pages and the Equality Impact and Safety Assessment throughout the consultation. If you feel that your question is not listed here or if you would like to see the latest version of this documents, please visit the consultation website: [Southampton.gov.uk/reablementcare](http://Southampton.gov.uk/reablementcare)

## **12. Carers have found the process and changes over the last 2 years very hard**

The Council are currently trialling the carers' assessment tool in the community so that when it is rolled out it will be easy to use. Alongside this is work to make sure direct payments are available. This will allow a phased implementation in the future when the consultation has finished and the results are incorporated into the plans

## **13. Is this about charging carers?**

No, this is about making sure we have a clear, transparent process in place and as a result of that process we are clear about what services are funded, and for who.

## **14. Where will emergency cover take place if Kentish is closed?**

A carer's assessment should give consideration to fluctuating needs and a contingency plan put in place to cover any emergency situations. This is an important point and will be taken on board as part of the consultation.