

# Kentish Road Respite Unit Consultation

7<sup>th</sup> August 2014 @2pm

Discussion with 4 parents who have a family member that uses Kentish Road for respite.

Ricky Rossiter – Service Manager

Mrs Waymark – family member uses service

Jane Butt – Family member uses service

Mrs Bartlett – family member uses service

Sylvia Knight – family member uses service.

Notes taken by Carole Roberts

‘What do you feel is important regarding respite for your family member?’

1. Having the respite facility being like a second home.
2. Knowing that they are safe
3. They don't have to change what works well
4. Having the opportunity for them to meet with their friends.
5. Not having to go to a private family as they cannot have peer interaction.
6. Knowing that they have a safe haven and so I can relax and be relieved I can have a break with security of knowing they are safe and well looked after.

Ricky Rossiter then discussed alternatives such as Shared Lives and informed the group that it could be arranged that peers could stay with the same Shared Lives Carer together which would mean they would maintain friendship groups.

‘What do you feel are the positives (pros) with Kentish Road Respite Unit.’?

1. Home from home.
2. They are spoilt and treated as individuals.
3. The staff knows them all so well and they are brilliant with them.
4. They can interact with their peers.

5. They have their own bedrooms and there are good facilities.
6. They are safe and well looked after.

'What do you feel are the negatives?'

1. Can't be all things to all people.

Ricky Rossiter then discussed with the group how supporting residents with varying support needs can make it difficult to ensure that everyone has the opportunity to undertake activities that they enjoy. He asked them to think about how if they used facilities where they specialised in supporting clients with more complex needs within a specialist building then clients with less complex needs to use alternative means of respite (Shared Lives) and be given the opportunities to have a more bespoke respite. Ricky stated the importance of any respite provision within SCC being able to meet the needs of all.

'What are your concerns/feelings about change?'

1. It will happen too quickly and not give us time to come to terms with it.
2. There could be long periods of time without respite.
3. No transition for change.
4. The staff @ Kentish Road knows our family members who use the service well and any other service will not.
5. It took a long time for them to feel confident using the unit and I am concerned this will happen if somewhere else is used for respite.
6. It takes a long time for them to get used to change. This will have a negative impact on them.
7. Why change something that isn't broke.
8. Will we be given any choice into where they have respite, or will this decision be made without us having a say.
9. Will we still be able to have emergency respite?
10. What happens if it is decided they no longer meet with criteria.

Ricky Rossiter informed the group that the consultation was a positive thing as it gave everyone the chance to have their voices heard and to give their opinions.

'What do you feel is important in a respite provision?'

1. Social interaction.
2. Social events.

3. Being able to be out and about in the community.
4. Continuity of care.

Ricky then discussed the different provisions in relation to different Service User needs and he asked them to consider the following.

A. Complex needs.

1. Higher staff ratio
2. Highly trained staff
3. Trust they would have a high standard of care.

B. Clients needing 1:1 support e.g. epilepsy.

1. Safety precautions
2. Skilled staff
3. Trust.

C. Less complex needs.

1. Like to go out and about
2. Activity based respite.

A= building based respite

B+C = Shared Lives respite.

This could give the opportunity for clients to have a respite service that is more catered to meet their individual needs.

The group then asked Ricky about the procedure which will allow the clients that use the service to be able to have their views heard. They discussed how this can be achieved in the best way for each individual client for example contacting Mencap for support.

The group raised concerns about having their respite allowance removed and Ricky assured them that if they met the eligibility criteria then this cannot be removed.

Confirmation was asked by the group that there would be a long transitional period if they had to accept change as it would not be acceptable if things changed 'overnight'.

