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PEOPLE DIRECTORATE
Adult Services



32 Kentish Road Consultation meeting
7th August 2014
32 Kentish Road, Southampton

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| Present: | Helen Woodland, Interim Head of Adult Services Ricky Rossiter, Interim Service Manager Paul Juan (Project Support) Izzie Clayton (minutes) 2 x Relatives |
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| ITEM | | ACTION |
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| Q1 | <p>At the earlier meeting we recapped on the discussion from the meeting yesterday and the potential options. Some of the things we have been thinking about and whether that's something we need to consider going forward.</p> <p>It takes a long time to get someone to settle into Respite. We are concerned that with the Respite that they will be put out into people's houses and they will lose the comradeship? Will we be pushed out to the carer's family rather than somewhere central, where they can enjoy what's going on around?</p> <p>One of the things we talked about is the range of different options. It may be that one of the things we need to look at is developing Shared Life provision. There are benefits of having small groups of people. Where there are small groups you can develop interests and those interests can be focused on what that group want to do.</p> <p>We talked about the need for there to be a range of options for different types of people. We talked about the structure of Respite care maybe through a private provider. We talked about the number of people coming through us, through transitions with child services. We know that we are not particularly good at that transition from children to adult and we have to improve that. Some of those people get short break provision and we develop a relationship with a foster carer and they question why that has to stop?</p> <p>At the moment we have Kentish Road and we need to provide a range of different options for different people. We also have</p> | |

D R A F T

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| | <p>a range of needs and abilities. Some people have very profound multiple difficulties and there will always be a need to provide for that kind of Respite in a setting where we can handle it. We have mixed ability people so when you are here you cannot always dictate who else will be here.</p> <p>Some people have challenging behaviour and that dictates how we can use this service. We know that in future we are likely to have more people with challenging behaviour so that needs consideration. We are encouraging people to give their views and we would like to put those into the mix.</p> | |
| <p>Q2</p> | <p>We want the best for Gilly. I understand the financial side of things, but it is still difficult. She loves coming here so why can't you leave it alone?</p> <p>It takes a lot for her to get used to someone and she's built up such a good relationship with the people here and we have no qualms about leaving her. She will find it very hard if you take the service away from her and others will as well.</p> <p>If we were able to provide Respite in the Shared Lives there is the possibility that her friends could be there as well. She would still be mixing with her peers. She would still get a lot from her break because she would be with her friends and she would be safe because everyone inside the Shared Lives scheme is equally qualified as those that work here. It would give her a smaller friendship group to have Respite with, as opposed to coming here where there will be eight random people. So it's still Respite care but more user friendly.</p> <p>One of the things it gives you is flexibility. You can develop a more informed network and when it is done properly you can develop much stronger networks that can also help as you get older, because there is another family there to look after your daughter's welfare.</p> | |
| <p>Q3</p> | <p>I am trying to look at the positives but I know having been through this situation before that it is going to be like starting all over again?</p> <p>At the moment we just have Kentish Road but Shared Lives has 48 different family options for us to look at. What we can do better is the personal service. If you wanted Gillian to be in a family environment with children or with one lady on her own, these are all options. Whereas here, once Gillian comes through the door the rest is out of your control. You can build up a relationship with a family, and not just one, so you are not</p> | |

D R A F T

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| | <p>over reliant on one other person then your network broadens as a support network, not just for Gillian but for yourselves should you need it.</p> <p>The process of moving won't have precedence, there will be time to work with people.</p> | |
| Q4 | <p>This Shared Lives, is this the private sector?</p> <p>No it's currently run by Southampton City Council. All the individuals within it are self-employed but are managed and overseen by the City Council and are regulated by the Care Quality Commission and go through exactly same training process. The application process is similar to fostering. There is a minimum of a three month process to get to the approval stage and then once approved there could be a length of time where we still do continual work with them to do what we would call becoming a Shared Lives carer.</p> | |
| Q5 | <p>You are quite keen on this idea from what you are saying?</p> <p>I feel that there is a place for Shared Lives in the market for Respite. I feel there is a need in the city for a buildings based service for Respite for more complex nursing needs.</p> | |
| Q6 | <p>You think that this type of Respite is for people with severe special needs and people with moderate care could be farmed out to different families. Is that what you are saying?</p> <p>We know and trust the people here and you are asking us to put our daughter out into the outside world and you don't know what she might do?</p> <p>The message from today has been about trust, that is something that people are concerned about. When Ricky first started here people found it hard to trust him. We are just going to the next step so look at that and let's see what is out there. I think that post consultation, what we would hope to have is more options for everyone because we don't have enough options for Respite right now.</p> | |
| Q7 | <p>I understand what you are saying and I can see it's going to get worse, but my main concern is still Gilly. We know her and we know that if you say something she won't understand. She has communication problems, she has a speech impediment. Are the people in Shared Lives going to understand her and what she is trying to say?</p> <p>If you decide you want to go the Shared Lives scheme you</p> | |

D R A F T

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| | <p>would be involved in who the carer will be. You can meet the carer, Gilly can meet the carer. You can assess how you feel about it, decide how you can develop that relationship and what that transition process will be.</p> <p>Respite has to meet both your needs. The big benefit of shared lives is you can build a relationship and we can transition someone into a permanent support planning for the future. If we build a system with wider networks like shared lives, it helps to plan for when you can't care for Gilly.</p> | |
| Q8 | <p>Its prime building land here and the council would make a killing?</p> <p>I keep hearing that but I don't have anything to do with that.</p> | |
| Q9 | <p>What will happen to the dedicated staff that work here?</p> <p>There will always be a service and there are some options within City Council. There will be a consultation period to go through. At the moment we cannot see that we will need to make anyone redundant.</p> | |
| Q10 | <p>What feedback do you have on shared lives from the other group, was it the same reaction as you have had from us?</p> <p>There was a mix of views but this process allows everyone to express their views and to be involved and it allows us to capture all the views. We are never going to agree with everyone that is human nature.</p> | |
| Q11 | <p>It is your decision but we do need an input because at the end of the day it's our child. I did not understand what Shared Lives was about before the meeting.</p> <p>I think you make a really good point, that what we should take away from here is that we probably need to help people to have more information about what Shared Life means. The differences in peoples mind-sets around what Shared Lives is, is amazing.</p> | |
| Q12 | <p>We found that within the family especially when Gilly was younger, people couldn't deal with her. We have had to learn how to cope with her. How can we know other people will be able to cope?</p> <p>This goes back to relationships and trust. If you look at the Shared Lives scheme and you think that Gilly would be a good candidate, what we would try and do is get 3 or 4 carers in. You would meet them and talk to them and you would feed your comments back to us.</p> | |

D R A F T

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| Q13 | <p>You said something earlier about young children and she does love young children and likes to help them. We have a grandchild and Gilly loves her and our daughter is really good with her. My problem with Shared Lives is would she respond to someone outside the family?</p> <p>It is important that you come in and make sure that all the assessments are up to date and then all the hints and tips are there so that when we look for a placement we have the most relevant information.</p> | |
| Q14 | <p>Disabilities are a funny thing because each one is different. What other options are there apart from Shared Lives?</p> <p>We have Rose Road and other Respite in the city and private providers. Whatever we do we will take their needs into account. It may be that we do Respite but not in this building. We can talk to private providers and discuss facilities and when we understand people requirements we can tailor it to suit the needs.</p> | |
| Q15 | <p>The other end of the spectrum from the bed based Respite is holiday Respite.</p> <p>The beauty of having your own pot of money is that you can go outside the city boundaries. You as parents can decide what is best for Gilly. If she wanted to go on holiday with her friends you can put your money together and we can try to arrange that.</p> | |
| Q16 | <p>I have a better understanding now and I know you have to keep an open mind and look to what will happen in the future. We need to look at what is best for her. What about the contacts that we would need to organise her care if we wanted to do that ourselves?</p> <p>We can help you with that. It might be that you buy the care but we could help you. If you decided you wanted more control we would not just leave you to it. You would tell us what you want to do and we would help you arrange it.</p> | |
| Q17 | <p>Would that effect day services?</p> <p>You are absolutely right this has an impact on day services but what you might want to do is think about how you might better use that money and what it is that Gilly really wants.</p> | |

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| Q18 | We will go away and think about things that we have discussed and speak to Gilly about things. One thing that we are proposing is that the staff at Kentish Road to talk to her. She knows the staff and it might be easier for her to understand and probably what she tells us will be more helpful. So if you agree we will go ahead with that. | |
| Q19 | I know it's scary but take some time to think about what we have been talking about. We will come back next month and continue the discussions. It's important that you write down your views for the consultation. | |
| | Date of Next meeting: 10th September 2014 | |
| | <u>Administrative Notes</u> Owner Author: Paul Juan Taken and Typed by: Izzie Clayton Retention period: 3 years from date of this meeting | |