

Kentish Road Respite Unit Consultation

Monday 6th October 2014 – 6pm

Members of Staff Present

Helen Woodland (Head of Service)

Ricky Rossiter (Service Manager)

Sandy Jerrim (Commissioning Team)

Carole Roberts (Kentish Road Team Manager)

Matthew Harrison (Commissioning Team)

Questions & Answers

Q) We are not sure what is happening regarding respite and day service?

A) We are looking to see what we could do differently to improve things and to make savings. Most importantly we want to make our service more effective. The way we want to offer respite and day service is changing. The types of services we need to offer need to take into account we have an aging population and we need more services but be more cost effective.

Q) We don't know any different. We have only been offered 2 services and that is why we are worried.

A) At present we offer residential care, day service, respite and domiciliary care. We can now offer personal budgets which give more flexibility and choice to each individual.

Q) Will everyone have to be reassessed?

A) This will depend on the result of the consultation. Nobody will be forced to take direct payments. We will not just all of a sudden remove services without anything else being put in place. There will be assessments carried out and a period of transition. Respite may look

very different for different people. You can choose how you spend your direct payments providing it is legal and meets the needs of your loved one.

Q) We are worried that our family member will go into their shell and become isolated without social interaction they now enjoy at respite. It took a long time for her to feel comfortable at Kentish Road and we don't want her to have to go through this all over again.

A) At present she does not get a choice as to who is at respite at the same time as her, this could be arranged for example if she used the Shared Lives Scheme where she could have respite with 1 or 2 other friends.

Q) What about if we need emergency respite as this has always been accommodated in the past.

A) This could be more easily accommodated at Shared Lives. At present we have had to on occasion cancel booked respite at Kentish Road in order to accommodate an emergency.

Q) What are the other options?

A) At the moment we focus on building based respite and this doesn't offer flexibility and so we want to open up to other possibilities. There are other options such as Shared Lives, hiring a PA to support your loved one in your home whilst you go away or the PA taking your loved one away. This could also be done with other friends to ensure friendship groups can keep in touch. Activities can be chosen to suit the individual's needs.

Q) We feel that we have not been kept well informed of what is happening and that Information has been hard to find.

A) We take this on board and concede that whilst some feel they have at times received too much information others have not received enough.

Information was given about the carers' lunch at the respite until on the 15th October at 12pm. Shared Lives Carers are to be invited to attend to discuss Shared Lives with family of respite users.