

Short break strategy for adult's consultation report

August 2018



Shorts breaks strategy for adult's consultation report

Summary

A six-week consultation was held between 29 June and 10 August 2018.

The consultation method used was a survey of older people with support needs, adults with a learning, mental, sensory or physical disability their parents, carers and those who work in support roles (see page 7). People were informed of the consultation via letter, email, drop-in sessions, social media and partner networks (see page 8).

In total 117 people took part in the survey. The sample was non-random and not representative of the population. However, there was a large geographical spread across 30 post code areas and responses were received from a wide range of age groups and ethnicities (see pages 7-10).

People were asked how important they felt each of the strategies principles were. Their answers were weighted from '2' to '-2' to help identify any differences between levels of importance (see Appendix 5).

There was broad support for all of the principles or approaches as listed in the strategy – less support was received for the *'try new things be innovative'* approach which had an average weighted score of 0.56. An average weighted score of one or more indicates clear support for the principle or approach (see page 12-18). The approaches that scored highest were *'support for carers'* (1.64) and *'qualified and skilled to deliver short break services'* (1.62). This was also reflected in comments (see page 18).

Although there was broad support for the approaches 290 individual comments were received about them (an average of 29 per approach). Though 53 of these were critical of the approach and 75 had concerns or reservations – overall the comments were supportive of the approaches (160). There was no clear link between the number of critical comments and the average weighted score for each approach (see pages 18-21).

We asked people if there was anything else they would like to say about taking a new approach to short breaks for adults and received multiple comments from 30 people (see pages 22-24). These too were coded to quantify the type and number of comments received (see Appendix 1).

A total of 31 comments were critical or concerned about parts of the approach and 17 were in support of the approaches. Comments strongly emphasised how vital carers are, many saying they felt undervalued or unsupported. They also highlighted the role short breaks plays in sustaining the caring relationship. Other comments related to alignment with Children's Services and consistency between Buckinghamshire County Council funded short breaks and those funded by Continuing Health Care (see page 23-24).

The consultation was successful in quantifying the level of support for the principles as listed in the strategy – and understanding more fully how the people who took part feel about short breaks and what is important to them (see page 24).

Several recommendations have been made based on this understanding. They include:

- Sufficient emphasis is given to carer roles within the strategy and this is related to how short breaks help sustain, not just support, the caring role
- What is meant by the 'qualified and skilled to deliver short breaks' approach is more specifically defined in the next stage of consultation i.e. how is this different to any other qualified and skilled staff.
- We need to help people to more fully understand that each principle or approach will have different levels of importance, to different people depending on their abilities, circumstances and current expectations. But they all have a place in ensuring the future and sustainability of short break services in Buckinghamshire.
- The 'trying new things and being innovative' approach should be more clearly positioned in future consultation and communications. This would include providing evidence about how this helps people to achieve positive outcomes.
- More work should be done to provide clarity on what the new approach actually is and what it means to individuals using or wishing to use short break services. Highlighting similarities to the current approach rather difference may help those who are more resistant to change to feel more comfortable.

Contents

1. Summary	Page 1
2. About short breaks	Page 6
3. Aims of the consultation	Page 7
4. Consultation methodology	Page 7
5. Findings	Page 8
5.1 Who took part in the consultation	Page 8
5.2 About the people who took part in the consultation	Page 11
5.3 What people thought about the approach to short breaks	Page 12
5.4 What people said about the approaches	Page 18
5.5 What people said in their own words	Page 22
6. Conclusion and recommendations	Page 24
7. List of tables and charts	
Chart 1: Connection to short breaks	
Chart 2: Current access to short breaks	
Chart 3: Type of short breaks currently used	
Chart 4: How short breaks are funded	
Chart 5: Approach #1 - develop independence and learn new skills	
Chart 6: Approach #2 – provide choice of short breaks	
Chart 7: Approach #3 – support carers	
Chart 8: Approach #4 – involve with decision	
Chart 9: Approach #5 – qualified and skilled to deliver short break	
Chart 10: Approach #6 – range of short breaks	
Chart 11: Approach #7 – right mix and balance of support	
Chart 12: Approach #8 – fair and priority for those who most need it	
Chart 13: Approach #9 – try new things and be innovative	
Chart 14: Approach #10 – quality and value for money	

Chart 15: Number of comments and views in agreement or supportive

Chart 16: Number of critical or concerned comments and views

Table 1: Comparison of comments to average weighted score

8. Appendices	Page 27
Appendix 1: Coding for Question 15	Page 28
Appendix 2: News Release	Page 30
Appendix 3: Consultation letters (including Easy Read)	Page 32
Appendix 4: Drop-in session schedule	Page 40
Appendix 5: Coding and weighting for Questions 5-14	Page 41
Appendix 6: Short Breaks Strategy Questionnaire	Page 42
Appendix 7: Demographic information	Page 50

Shorts breaks strategy for adults consultation report

1. About short breaks

Buckinghamshire County Council recognises and values the huge contribution that short breaks can make for both carers and service users.

Carers provide most of the care in our communities and without them our NHS and Social Services would probably not be able to cope. We know that many carers need to have a break from caring so that they can work, keep in touch with family and friends, have time for their own interests, or simply to recharge their batteries.

We want to provide a short break service that can help adults with needs in Buckinghamshire to live more independent lives, as well as support carers with their caring responsibilities.

Types of short breaks

Short breaks are for people who are normally cared for in their own home by a family member or friend who is not paid for their caring tasks. For children they help develop independence and can boost physical and emotional health, for adults they help create independence and allow them to learn new skills. Broadly speaking the types of short breaks are:

- **Universal**

These are available through resources in the local community that everybody can access. They include activities at leisure or community centres, faith groups and voluntary organisations. Examples are; carer support groups, lunch or social clubs and independent day services.

- **Targeted**

These are available through resources designed to meet the specific needs of a particular group of people, such as older people, people living with dementia, people with autism or hard to reach groups. Examples are; befriending services, gardening schemes and dementia clubs.

- **Specialist**

These are for people who have needs which cannot be met by universal or targeted short breaks and where the cared for person or their carer is eligible for support. Examples include; support at home by a temporary care worker, Shared Lives, a temporary stay in a care home, overnight residential short breaks and unplanned or emergency care [when the usual carer is unavailable at short-notice].

Why we are consulting

We believe that the people who use our services should be involved in designing them. From previous engagement with service users and their families we know that we need to change how we approach short breaks. The first stage is to shape a strategy that sets out a vision for how short breaks can help vulnerable adults to live more independent lives and support carers with their caring responsibilities. We are doing this collaboratively with carers, vulnerable adults and other residents.

2. Aim of the consultation

We want to make sure access to short breaks is fair and services can meet current and future need, as such we have developed a new draft strategy for adult short breaks. The aim of the consultation is to understand what people think about the 'Adult's Short Breaks DRAFT Strategy 2018-2022'.

In this consultation, we are not asking about specific ways of delivering short breaks services, this will be part of the second stage of engagement and consultation later in 2018. We are asking how we should approach short breaks in the future and doing this by:

- quantifying the level of support for the 10 principles or approaches listed in the draft strategy
- identifying any areas or concerns which they felt we had not addressed
- understand more fully how people feel about short breaks and what is really important to them

3. Consultation methodology

3.1 Method

A six-week consultation was held between Friday 29 June 2018 and Friday the 10 August 2018.

A quantitative survey method was chosen. This allowed for a large number of individual respondents and a geographical spread across Buckinghamshire. It also provides flexibility in data collection (online and hard copy questionnaire) as well as a range of delivery methods such as email and social media links (Appendix 6).

Qualitative data to supplement and give further understanding to the survey responses was collected via optional comments sections – and coded (see Appendices 1 and 5).

The survey was offered in alternative formats.

3.2 Sample

The sample used was non-random and non-representative. Taken from a population of older people with support needs and adults with a learning, physical, mental or sensory disability - their parents, carers and people who work in support services.

While this approach had the advantage of a having a wide reach and allowing anyone who wished to to participate – it cannot be seen as statistically representative of the population.

3.3 How people found out about the consultation

Several methods were used to ensure as many people as possible heard about the consultation and were able to take part:

- Letters were sent to 747 known services users and their parents/carers (Appendix 3).
- Drop-in sessions were held at five venues across the county and Adult Social Care staff attended Children's Services drop-in sessions (Appendix 7) - in particular to focus on transitions (Appendix 4).
- Talkback held face-to-face sessions with people who have a learning disability.
- News release to local media, MPs, councillors and Parish Councils (Appendix 2)
- MyBucks and CHASC newsletter
- Briefing to members
- Facebook and Twitter campaigns (at the start of the consultation, mid-way and a week before the consultation was due to end – as well as live coverage from drop-in sessions)
- Information on the CCG and council website including 'have your say' pages
- Through partner organisations including; CarersBucks, Age UK, Talkback, and Community Action Bucks

4. Findings

4.1 Who took part in the consultation?

We wanted people to feel that they could be open and honest with their answers. As such, we did not ask for personal information that could identify them. Instead, we asked them to tell us about their connection to short breaks for adults. In total 117 people took the survey (85 online and 32 using paper copies) Charts 1 – 4 show that:

- 75 (64%) were unpaid carers or a family member of an adult who uses or may use short break services in the future

- 23 (19%) were either an older person with support needs, or an adult with a learning, sensory or physical disability
- 63 (54%) **did not** currently use short breaks - a further 12 (10%) did not use short breaks but worked with adults with support needs. Less than half of the people who took the survey 35 (41%) currently used short break services
- Only 2 (2%) people said that they used organised activities open to everyone. While 19 (16%) said they used residential short breaks, with the same number (19) saying they used organised activities specifically for people with disabilities or long term illness.
- There was evidence that people did not recognise their current activities as a short break – as these were classified under ‘other’. It would be of benefit to clarify the extent of short break activities, which are available in any future policy.
- Most people who currently used short break services said that they were funded by Buckinghamshire County Council 34(29%), 14 (12%) said they were ‘self-funded’ and just 1 (0.85%) said Continuing Health Care.

Chart 1: Connection to short breaks (July-August 2018)

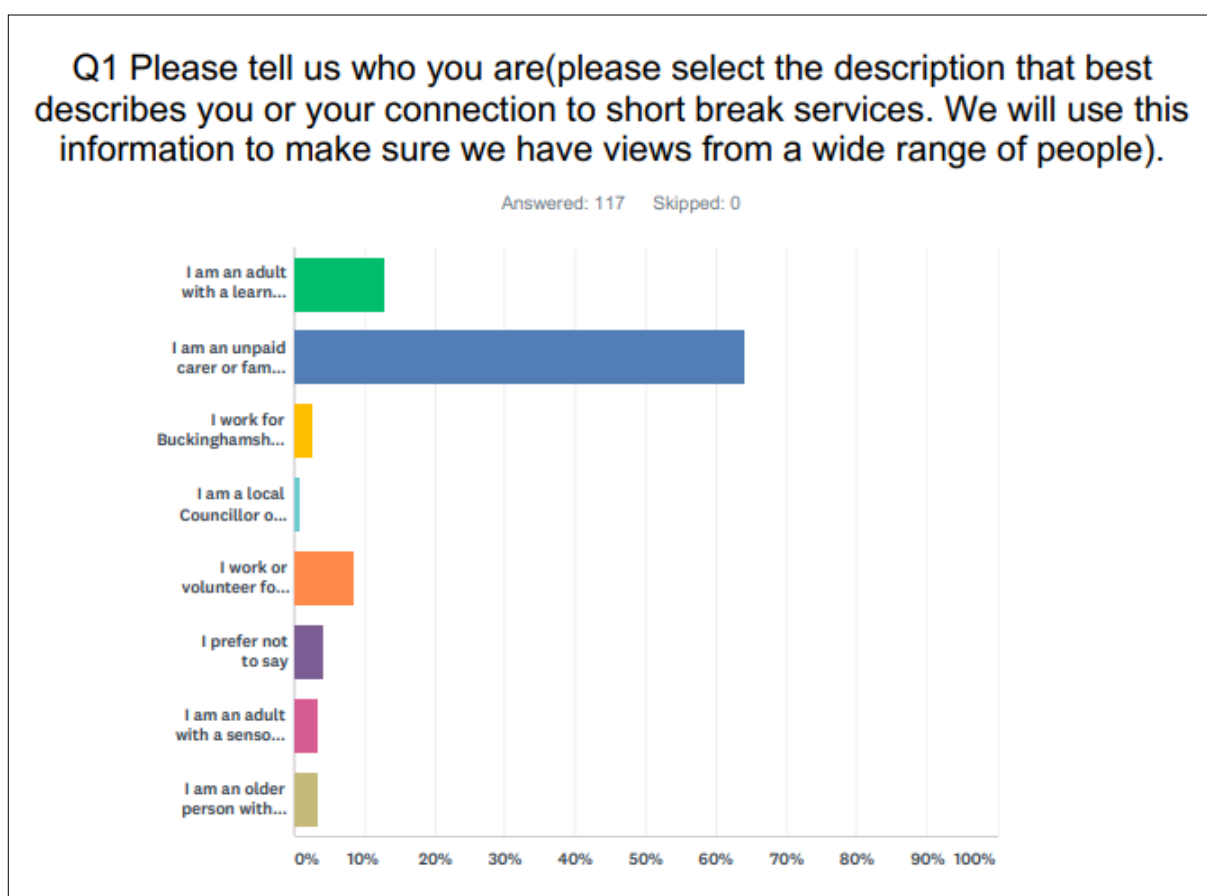


Chart 2: Current access to short breaks (July - August 2018)

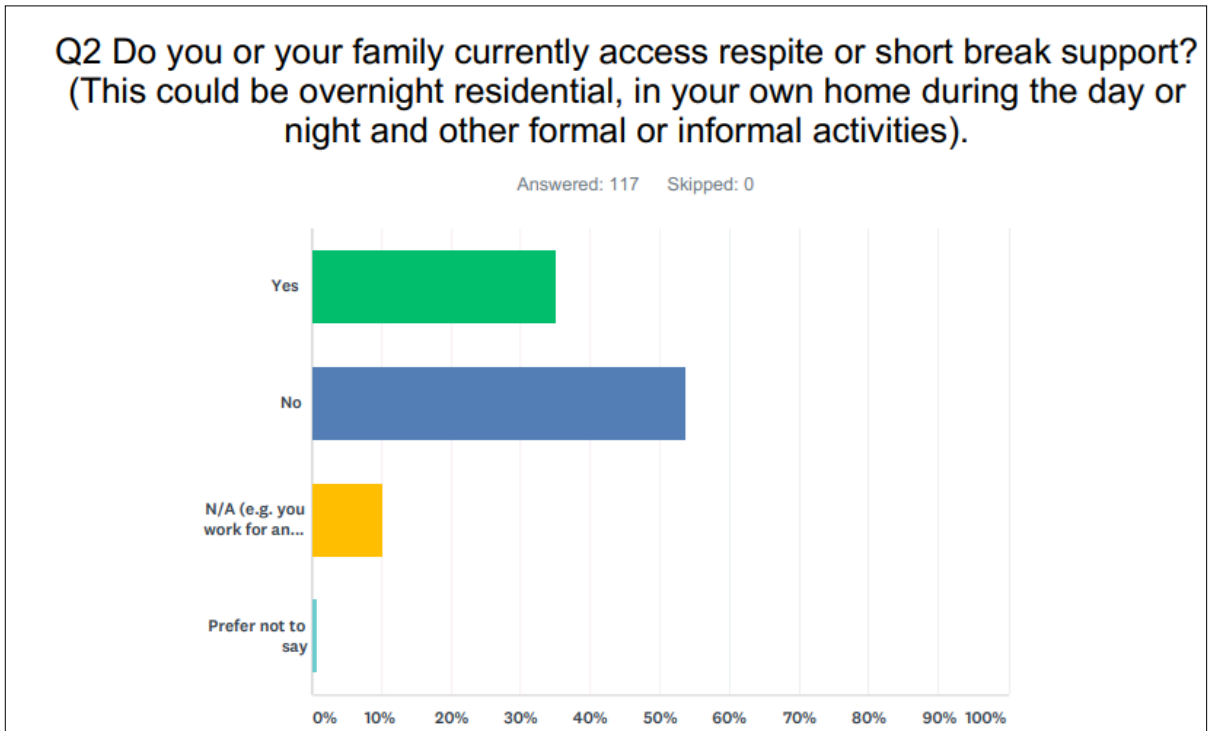


Chart 3: Type of short breaks currently used (July-August 2018)

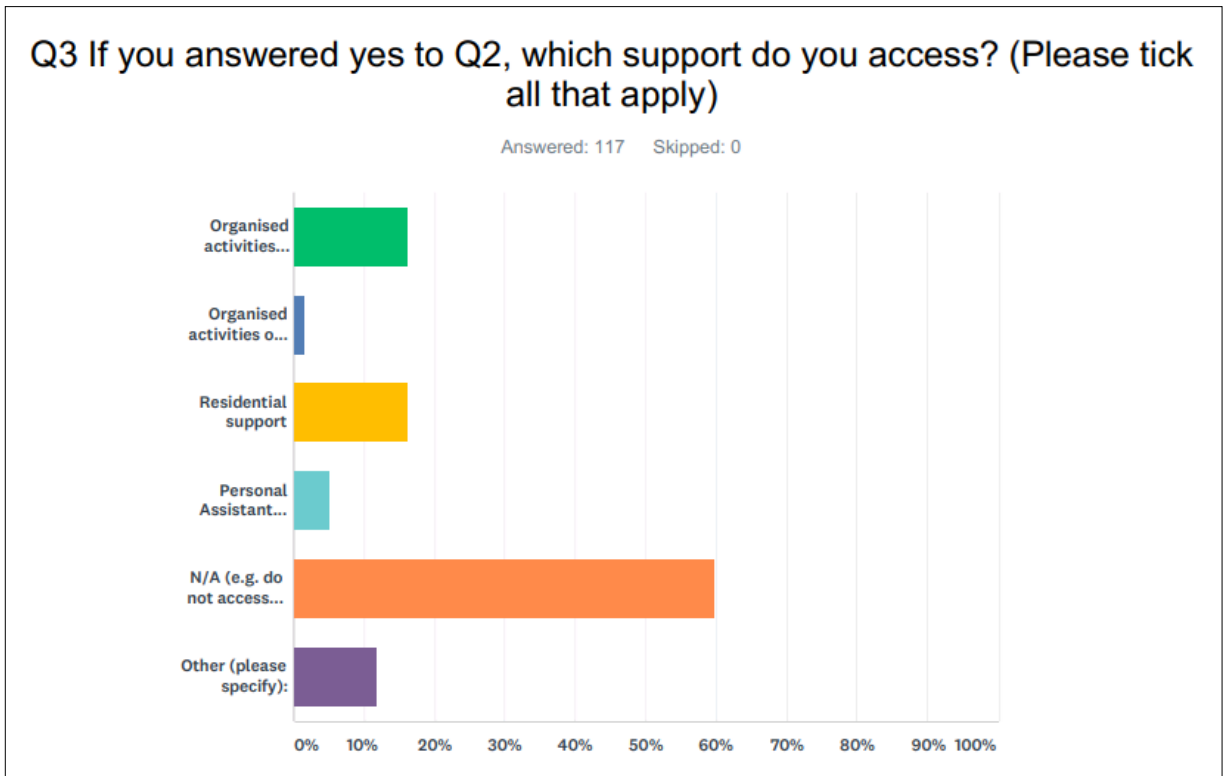
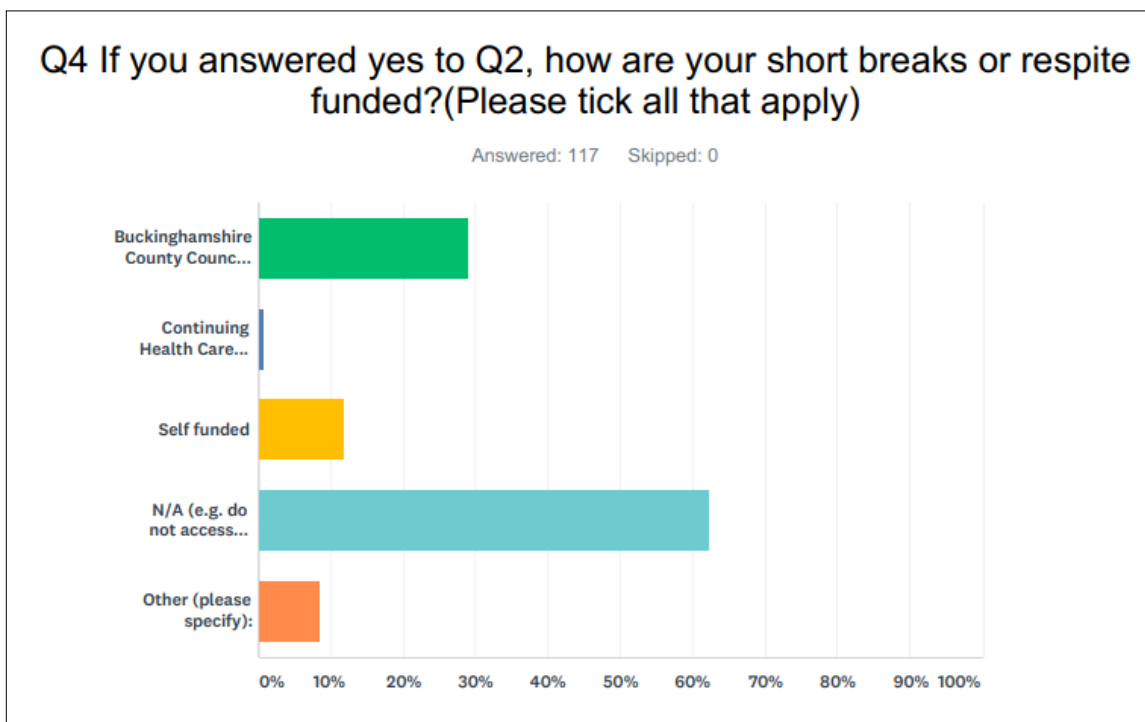


Chart 4: How short breaks are funded (July-August 2018)



4.2 About the people who took part in the consultation

We asked people to tell us about themselves to see who we had been able to reach (Appendix 7):

- 68 (64%) described themselves as female and 34 (32%) as male. The high level of female participants could reflect a gender bias in terms of primary caring responsibilities.
- 91 (86%) described themselves as 'white british', 10 (10%) were non-white British and the rest 'preferred not to say'
- Most people who responded were of working age (70), the largest age group who responded were aged 55-64 years 28 (26%), followed by 45-54 years 21 (20%) and 65-74 years 18 (17%)
- The least number of responses were received from the 18-24 years age group 3 (3%)
- Respondents who gave their post code (50) came from 30 different postcode areas including HP, SL, LU, UB, MK and OX prefixes.
- There were between 1 and 10 responses per postcode with largest number of responses coming from HP19 (20%), HP15 (18%) and HP13(14%)
- Most people found out about the consultation via; email 47 (44%), letter 24 (23%), local group 21 (20%) and social media 13 (12%)

- The least mentioned methods of finding out about the consultation were websites (0%) and local press 1(%)

Although not representative of the population the above suggests that the 117 people who completed the survey represented a range of ages, ethnicities and geographical areas. In addition they used and were able to find out about the consultation in a variety of ways.

4.3 What people thought about the approach to short breaks

We wanted to know what people thought about a new approach to short breaks. The draft strategy uses 10 principles or approaches to show what areas are the most important in guiding future short break services. We asked people how important these were to them.

To ensure we could understand how important each of the principles was we gave each answer a score or weighting. This meant less supportive answers had the same impact as supportive ones (see Appendix 5).

This means that an average score of '1' or over is supportive of the approach, with '2' being in complete support (very important). While an average score of less than '1' indicating less support, with '-2' meaning there is no support for the approach at all (not at all important).

Charts 5 -14 show the responses given for each of the approaches and highlight that:

- There is broad support for the principles or approaches as set out in the strategy.
- There was less support for the approach related to trying new things and being innovative. This may reflect the need for more information about innovative approaches to short breaks and evidence of their effectiveness.
- The approaches that scored highest were '*support for carers*' (1.64) and '*qualified and skilled to deliver short break services*' (1.62). Putting the needs of carers and quality above other principles could be a contributing factor to people being less supportive of trying new things and being innovative.
- The approaches that scored the lowest were '*try new things and be innovative*' (0.57) and '*right mix and balance of support*' (1.21). As these were accompanied by a low level of critical comments (see Table 1) this could indicate that people did not have enough experience or information to see the relevance of these principles to their own circumstances – impacting on the level of importance they gave to them.

Quality and safety was really important to service users and those they cared for. Carers said that '*handing the care of the cared for over to another is a massive*

step'. That they needed to feel '*confident*' that those handling the short break service were '*aware of all issues surrounding the person*' having the break and were able to meet their individual needs.

Added to this there was consensus among the comments that both carers and the cared for needed short breaks to support their caring arrangements. Although this is not surprising, there was a strong emphasis on short breaks helping to sustain the caring relationship, rather than support carers. This is reflected in the comments below:

"I need the breaks as I also have to look after my husband and do not have good health."

"As the carer of a young adult with severe learning disabilities, with no other support, if short breaks are considerably reduced, we will need to seek residential care for our son, rather than continue to look after him at home."

"Carers like me look after the person they are caring for no pay. I think that a funded short break costing a few hundred pounds is a drop in the ocean compared with the money social care would have to pay for a supported living placement."

The lowest scoring approaches are also those that are aimed at changing the current approach to short breaks. In other words, the ones people are least familiar with or have experience of. This may again indicate that more work is needed in showing what these approaches mean to the individual and how both the carer and cared for will benefit. However many supportive comments showed that there was an appetite for trying new things and being innovative – as the comment below shows

"People that are 'bound' by either mobility or mental issues should be entitled to try new things just as much as a person who is mobile and well."

Chart 5: Approach #1 – develop independence and learn new skills (July-August 2018)

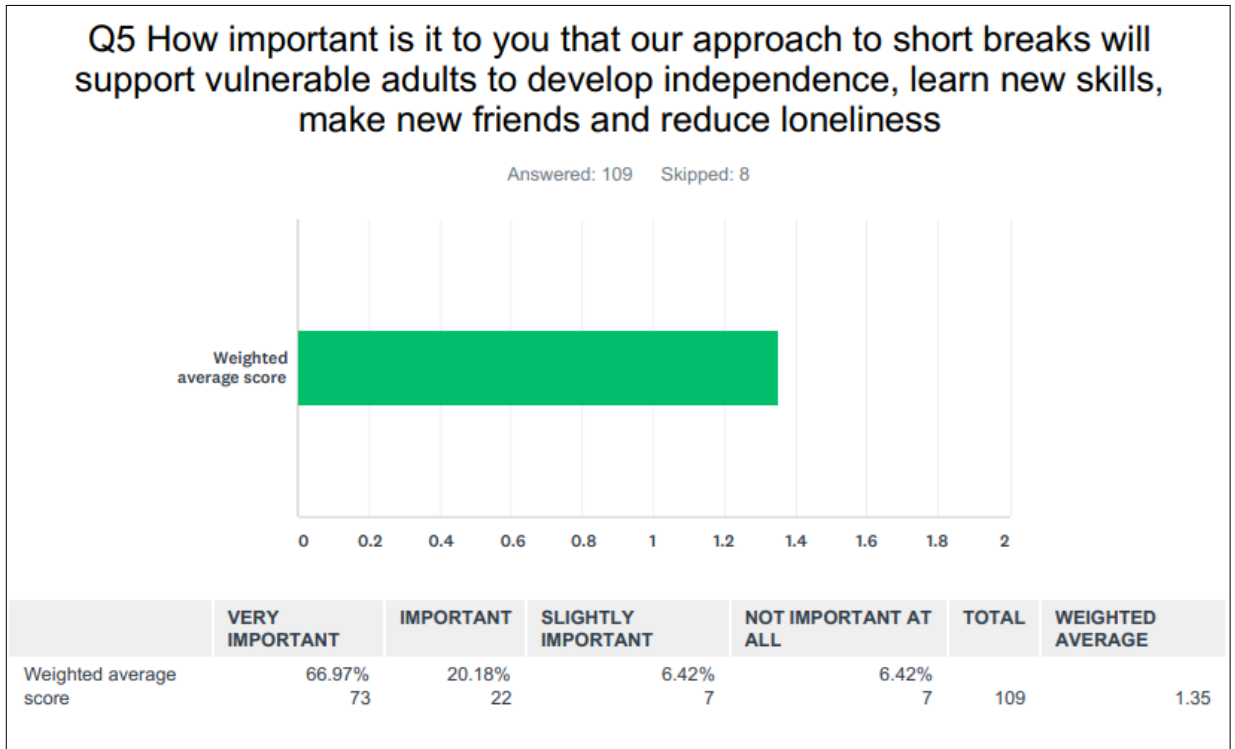


Chart 6: Approach #2 – provide choice of short breaks (July-August 2018)

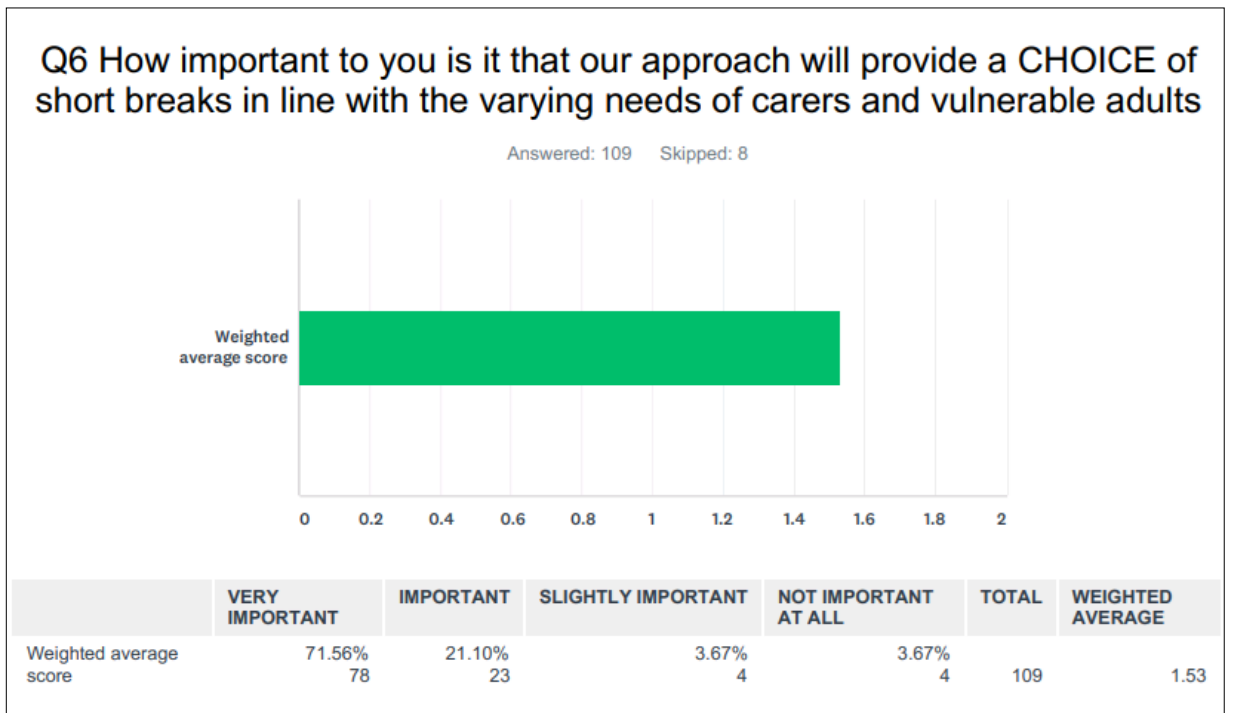


Chart 7: Approach #3 – support carers (July-August 2018)

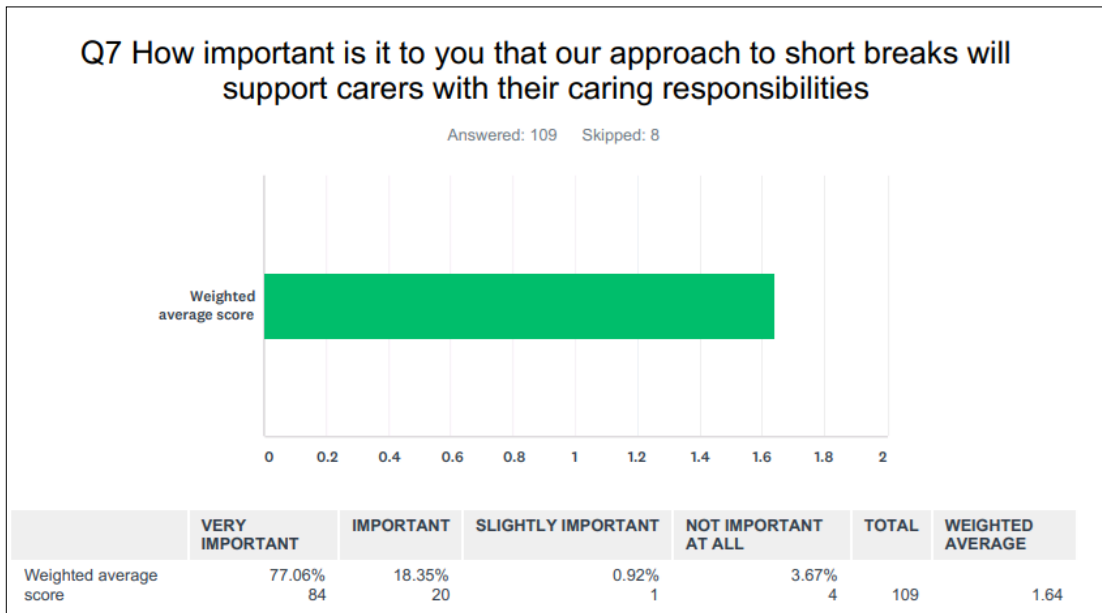


Chart 8: Approach #4 – involve with decision (July – August 2018)

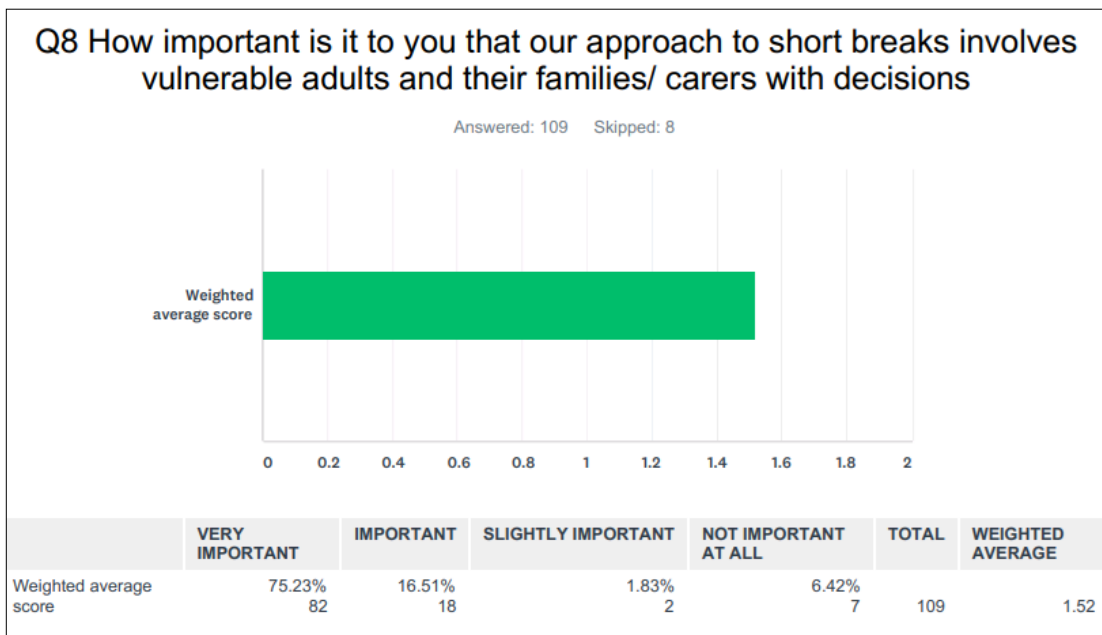


Chart 9: Approach #5 – qualified and skilled to deliver short break services (July-August 2018)

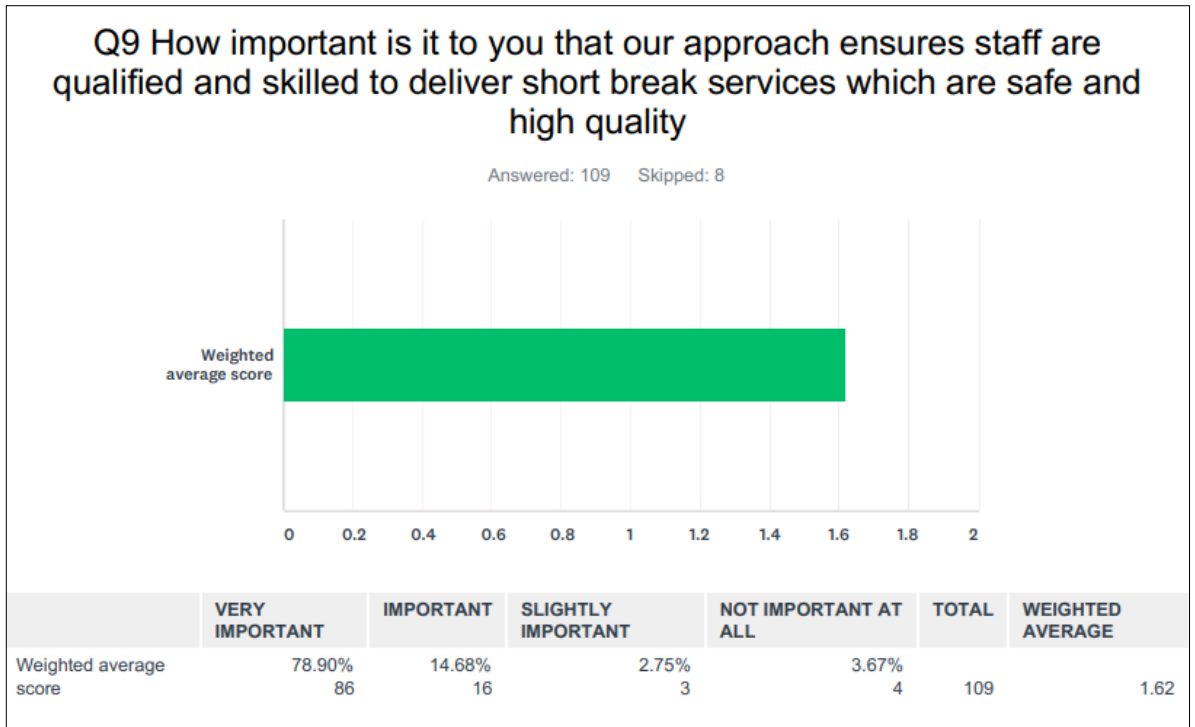


Chart 10: Approach #6 – range of short breaks (July-August 2018)

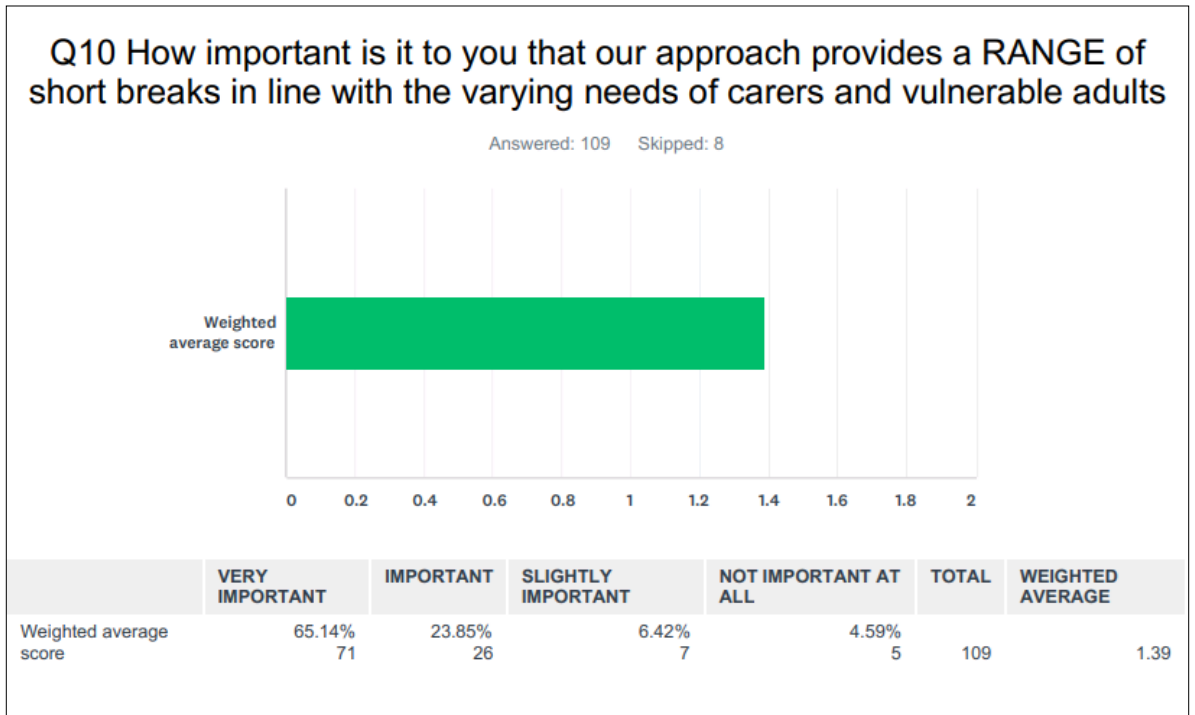


Chart 11: Approach #7 – right mix and balance of support (July – August 2018)

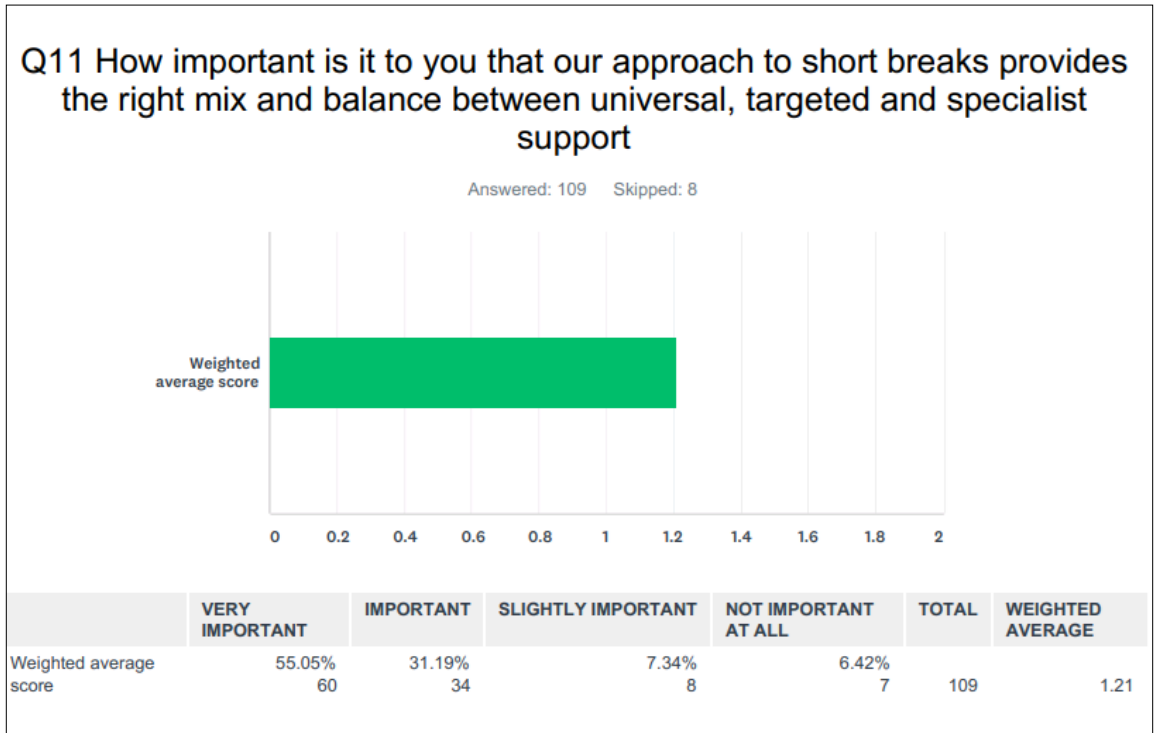


Chart 12: Approach #8 – fair and priority for those who most need it (July-August 2018)

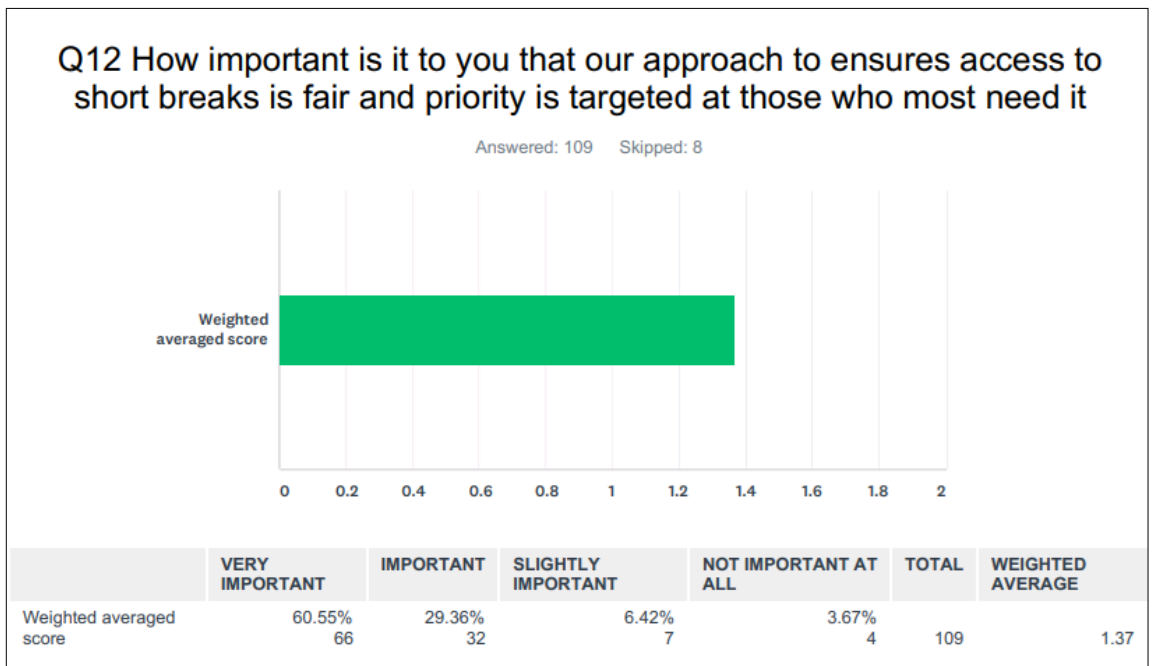


Chart 13: Approach #9 – try new things and be innovative (July-August 2018)

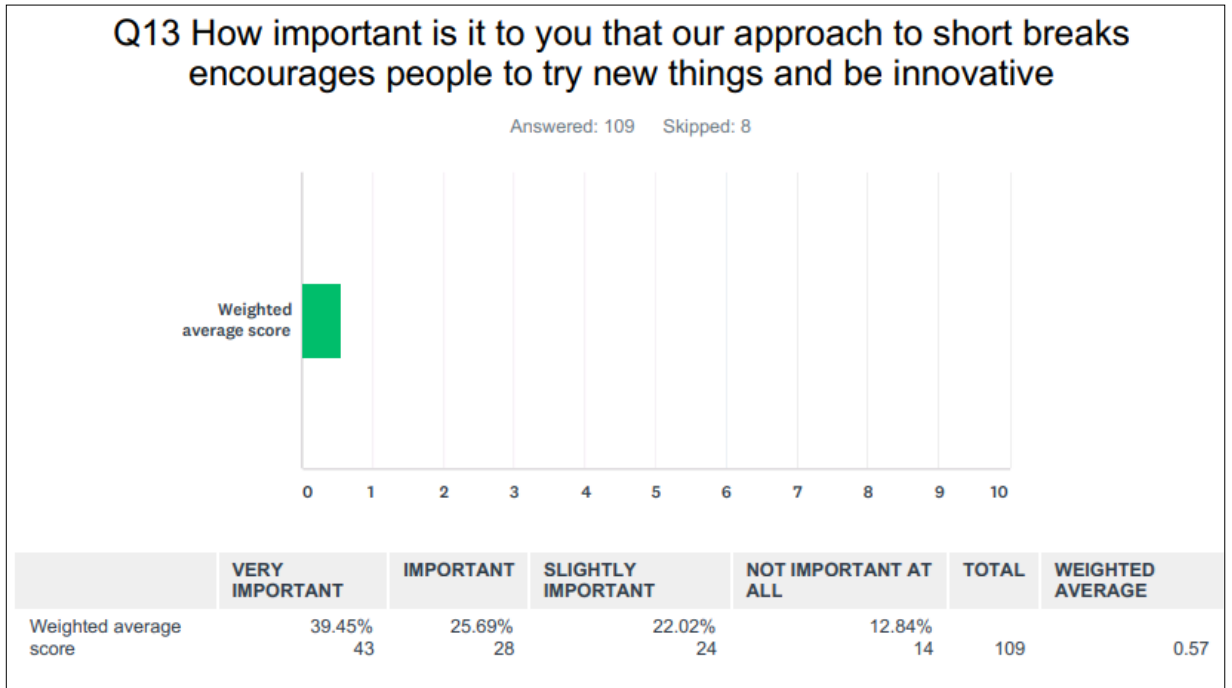
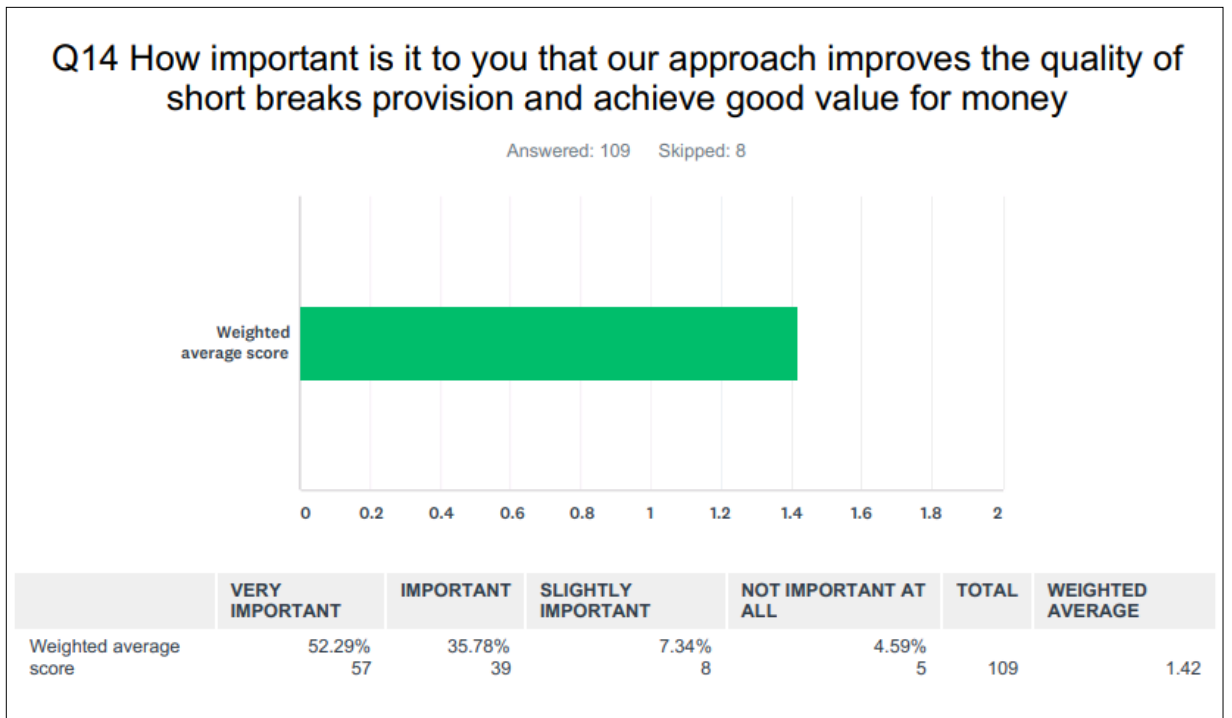


Chart 14: Approach #10 – quality and value for money (July – August 2018)



4.4 What people said about the principles or approaches

We asked people if they would like to give a reason for their answer to each question. We coded these as either critical of the approach, supportive but with reservations or supportive (Appendix 8)

Table 1 below shows the number and type of comments received for each approach. In total, there were 290 comments. Most of these 160 (55%) were in support of the approaches, 53 (18%) were critical of the approaches.

- There was no clear link between the weighted score for each approach and the number or type of comments received. For example 12 (50%) of the comments for the lowest scoring approach *'try new things and be innovative'* were supportive, and only 2 (8%) were critical.
- The approaches to receive the most number of critical comments were *'qualified and skilled to deliver short break services'* (35%) and *'quality and value for money'* (38%). This is probably due to people reflecting on their past experiences of service and quality failures – as well as expressing low confidence in improvements for the future.
- The approaches to receive the highest number of supportive comments were *'involvement in decisions'* (74%) and *'provide choice of breaks'* (68%).
- Being fair and giving priority for those who most need it was viewed with suspicion by some:

“I get the impression here that you are suggesting that carer's breaks should be means tested and that some carers would not qualify for a break.”

- Some people wanted to clarify that although they agreed with a specific approach it would not apply to them

• A range is needed but residential short breaks are essential for us ...”
and “... this depends heavily on the level of ability of the service user.”

- Others were confused about the terms used:

“I'm not sure that the people using these short breaks need to be 'innovative' Do you mean the carers?”

- Several comments expressed preference for residential care or a desire for things to remain unchanged. For example:

“I am happy with the short break arrangements that we currently receive.”

- There were many comments about the need to support carers in their caring role. These often reflected how they felt undervalued and unsupported:

“I feel that Carers are under valued in general and that additional emphasis should be made for their well-being.” and “Currently do not feel support at all.”

- People were keen to know how some of the approaches would work in practice. For example:

“How will this be judged? Every family with a disabled person needs access to appropriate short break services...”

- Others wanted to show how it would affect them as individuals:

“As Dad has dementia this keeps him stimulated and more lucid.” and “It is important to get used to being cared for by someone else other than a family member.”

- Overall the high number of comments specifically linked to each approach (even though there is broad agreement with them) may show that people need further clarification on what the approaches actually means for them as individuals and how they will look in practice.

Table 1: Comparison of comments to average weighted score (July – August 2018)

Approach	No: Comments	Critical	Reservations	Supportive	Weighted score
Approach #1 - develop independence learn new skills	35	4 (11%)	9 (26%)	22 (63%)	1.35
Approach #2 - provide a choice of short breaks	34	4 (12%)	6 (18%)	23 (68%)	1.58
Approach #3 - support carers	32	7 (22%)	6 (19%)	19 (59%)	1.64
Approach #4 - involve with decision	31	2 (6%)	6 (19%)	23 (74%)	1.52
Approach #5 – qualified and skilled to deliver short break services	31	11 (35%)	3 (10%)	17 (55%)	1.62
Approach #6 - range of short breaks	26	4 (15%)	6 (23%)	16 (62%)	1.39
Approach #7 - right mix and balance of support	23	6 (26%)	7 (30%)	9 (39%)	1.21
Approach #8 - fair and priority for those who most need it	30	4 (13%)	14 (47%)	12 (40%)	1.37
Approach #9 - try new things and be innovative	24	2 (8%)	10 (42%)	12 (50%)	0.57
Approach #10 - quality and value for money	24	9 (38%)	8 (33%)	7 (29%)	1.42
Total number of comments	290	53	75	160	

NB: May not add up to 100%, percentages have been rounded up and only tagged comments used.

4.5 What people said in their own words

We asked people if there was anything else they would like to say about taking a new approach to short breaks for adults. In total 30 people gave additional comments. These were coded according to topic and whether they were in agreement 'A' or critical 'C' of the approach to short breaks (see Appendix 1 for full details of the coding).

Comments in agreement

Chart 16: Number of comments and view in agreement or supportive (July-August 2018)

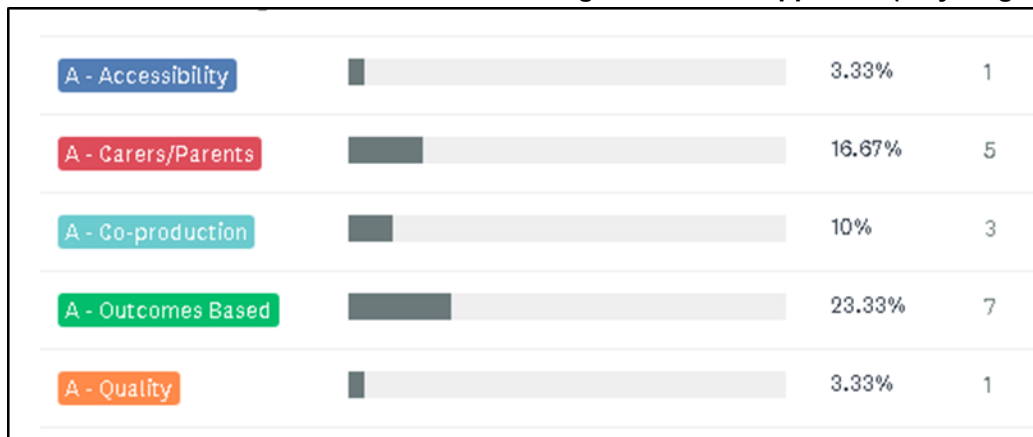


Chart 15 above shows the type and number of comments in agreement (17) with the approach. Most of these comments related to either 'Outcomes based' or the high importance of supporting carers (5). These included:

"I feel there needs to be a priority for Carers over the age of 80 with sons/daughters at home."

"I think it's a great idea to consult with service users to find out what their expectations are."

"It needs to have an innovative and positive approach"

"... it would be great if a mixture of all three options could be done ... At the moment I don't get support, I am looking after my mother..."

"This must be aligned to children's short breaks provision to help young adults and families transitioning from one to the other."

"Short breaks are a great idea, but it is important that all carers are informed, otherwise it ends up that those in the know or with contacts get the benefits."

Critical or concerned comments

Chart 17: Number of critical or concerned comments and views (July – August 2018)

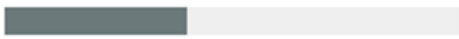

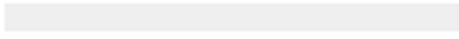
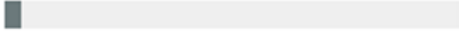
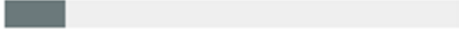
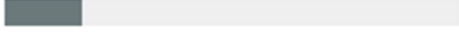
C - Accessibility		40%	12
C - Carers/parents		30%	9
C - Co-production		0%	0
C - Outcomes Based		3.33%	1
C - Quality		13.33%	4
Other		16.67%	5

Chart 17 above shows the type and number (31) of comments that were critical or concerned about parts of the approach. The highest number of comments (12) were around accessibility- this was in terms of location, affordability and eligibility (both in need and via funding source). The second highest number of comments (9) was concern about carers in terms of not currently feeling supported or concern of not receiving support in the future. These included:

“Short breaks need to be provided in various locations across the whole district, in a number of towns & village communities.”

“It is essential that the strategy and implementation covers both clients funded by social services and those funded by CHC - something that is woefully lacking at the present time.”

“Very important that clients funded by health are provided with same choice as social services funded i.e. joint funded by health and social care.”

“There is at present no appropriate respite provision in Buckinghamshire (South) to meet CHC clients with complex needs available, or nowhere willing to accept them.”

“Do you consider breaks together still, getting away say to family and friends who can assist /take over carer's role giving both respite - far cheaper and less worrying than sending one away.”

“If the breaks on offer are significantly cut, struggling families are more likely to seek residential care, which will cost significantly more in the long run.”

“We were staggered to hear that short breaks in hotels were being considered. ... can't see how this both provides quality care and is value for money.”

“There is an urgent need for more provision. I am concerned this survey is just causing more delays.”

“Making arrangements for short term respite is extremely difficulty and stressful to do. This makers planning longterm very difficult.”

“I need a break from the home and to just be somewhere else, but I don't want to do that without my partner. She may be disabled, but she's still my partner. I failed to see where we would fit in your calculations. We live on carers allowance and PIP and cannot afford to have a break at all.”

“As a vulnerable adult who is still not able to use public transport safely I sometimes need access to a centralised but affordable transport service to enable me to attend targeted and specialist short breaks.”

5. Conclusion and recommendations

5.1 Conclusions

The aim of the consultation was to find out how older people with support needs, adults with a learning, mental, physical or sensory disability and their parents or carers thought we should approach short breaks in the future.

117 responses received were not statistically representative of the population, but a satisfactory range of people of different ages and ethnicities, from different areas of the county took part. This, along with statistics showing people heard about the consultation through a range of channels, means we can conclude that efforts to reach the people were successful.

Level of support for the principles or approaches

The survey results showed clear support for all but one of the ten approaches (*'try new things and be innovative'*).

There was no clear link between critical comments and scoring of the ten approaches. This could indicate that respondents agreed in principle with the approaches but had concerns about how these would translate into services and their eligibility.

There were clear preferences for some approaches over others the lowest weighted score being 1.21 and the highest 1.62. Meaning *'support for carers'* and *'qualified and skilled to deliver short break services'* resonated much more with people than approaches such as *'right mix and balance of support'*. This view was reinforced by qualitative comments.

The lower scoring approaches related to trying new things, innovation and mix of support (i.e. universal, targeted and specialist). This seems to reflect a lack of experience or knowledge about how short breaks can support an outcomes based approach. Related comments around preferences for more traditional residential respite care would support this view.

Areas of concern

The main areas of concern were around:

- ensuring alignment with Children's Services/Transitions
- ensuring alignment and fairness for CHC funded short breaks
- fear of losing familiar and preferred services – especially those with complex needs
- reduction in support to carers

What was considered really important

It is clear from the consultation that people considered quality and safety as very important to both carers and clients. As was:

- short breaks being a vital part in sustaining the caring relationship
- choice and flexibility of short breaks to meet need
- accessibility to short breaks – specifically in terms transport, funding and eligibility

Recommendations

It is recommended that:

- Sufficient emphasis is given to carer roles within the strategy and this is related to how short breaks help sustain, not just support, the caring role
- What is meant by the '*qualified and skilled to deliver short breaks*' approach is more specifically defined in the next stage of consultation i.e. how is this different to any other qualified and skilled staff.
- We help people to more fully understand that each principle or approach will have different levels of importance, to different people depending on their abilities, circumstances and current expectations. Nevertheless, they all have a place in ensuring the future and sustainability of short break services in Buckinghamshire.
- The '*trying new things and being innovative*' is more clearly positioned in future consultation and communications. This would include providing evidence about how this enables people to achieve positive outcomes.
- More work is done to provide clarity on what the new approach actually is and what it means to individuals using or wishing to use short break services. Highlighting similarities to the current approach rather difference may help those resisting change to feel more comfortable.

Appendices

Appendix 1: Coding information

Coding: Short breaks survey question 15

Agrees with/supportive	Rationale/response sentiment	Concerns/reservations about	Rationale/response sentiment
A - Outcomes based	Sees the point of, or is supportive of, the additional benefits of SBs, names benefits/outcomes they desire. Mentions transitions positively. Expresses desire for a choice/range of SBs	C- Outcomes based	Less supportive of outcomes, may focus more on health/logistical practicalities rather than outcomes. Concerned the service users physical needs and/or the carers practical needs might suffer as a result of focus on wider outcomes. Concerned about transition. Wedded to building based SBs.
A - Co-production	Positive about opportunities to coproduce/engage – may give reasons why or ways to engage.	C – Co-production	Negative or cynical about opportunities to coproduce/engage – gives examples of dissatisfaction.

A – Accessibility	Supportive of fairness and equality. Praises current accessibility elements. Indicates they hoping for improved access/eligibility.	C - Accessibility	Concerned about new locations, transport, affordability – or of losing current elements of accessibility. Concerned they will not be eligible for services in the future.
A – Carers/Parents	Feels SBs are currently supporting parents and/or appear confident they have a critical role going forward	C – Carers/Parents	Thinks SBs are not currently supporting helping parents/carers enough or concerned about impact on parents/carers or that support will reduce in the future.
A - Quality	Positive about current quality of services etc. Sees benefit in training staff to improve quality. Names aspects of quality/training they value. May say quality or value for money is more important than other things e.g. location	C - Quality	Critical of current quality, staff, or services. Concerned quality may suffer in the future or about the suitability of services/staff in the future. Names training that they feel is not/will not happen.

Appendix 2: News Release

News from Buckinghamshire County Council

PR 10090

29 June 2018

APPROVED for Immediate Release

New approach to short breaks and respite for Children and Adult Social Care services

If you or someone you care for uses short break or respite services - now is the time to have your say. Both Children's and Adult Social Care services are consulting on a new strategic approach to short breaks. Parents, carers and service users [both current and future] are being asked for their views - before moving to the next stage which will be to help the council to develop a range of service options.

The consultation starts today (Friday 29 June) and lasts for six weeks ending on Friday 10 August. To give your views, take part in the survey or to view the strategies go to the 'Have your say' page of the councils [website www.buckscc.gov.uk here](http://www.buckscc.gov.uk)

People can also give their views by attending any one of eight drop-in sessions being held across the county during July and August.

The council want to ensure access to short breaks is fair and priority is targeted at those who most need it. The aim of a new approach would be to provide a range of short breaks that would meet the varying needs of carers, disabled children and young people and vulnerable adults - as well as meet the needs of young people approaching adulthood.

Warren Whyte, Cabinet Member for Children's Services, said: "We want to be able to ensure that disabled young people continue to be able to access short breaks that will meet their needs as they become adults and that they experience continuity of care."

Carers provide most of the care in our communities and without them our NHS and Social Services would struggle to cope.

Lin Hazell, Buckinghamshire County Council Cabinet Member for Health and Wellbeing, said: "Many carers need to have a break from caring so that they can work, keep in touch with family and friends, have time for their own interests, or simply to recharge their batteries. This time away from home can also be an opportunity for children and young people with disabilities or vulnerable adults to become more independent, learn new skills, make friends and connect more with their local community."



The decision to consult on the short breaks strategies was made at the Cabinet meeting held on 18 June more details [can be found here](#).

[Go straight to the Children's Short Breaks Consultation here](#)

[Go straight to the Adult Short Breaks Consultation here](#)

ENDS

NOTES TO EDITORS:

Drop-in session dates and venues (Adult Short Breaks):

1. Buckingham Community Centre 12:30 – 4:30 5 July 2018
2. Aylesbury Library, 12:30 – 4:30 11 July 2018
3. Seeley's day centre, 1:30 – 4:30. 18 July 2018
4. Burnham Day Opportunity Centre, 12:30 – 4:30, 25 July 2018
5. High Wycombe Library, 9:30 – 12:30, 2 August 2018

Drop-in session dates and venues (Children and Young People Short Breaks):

1. Teaching and Learning Centre (SEND IAS Boardroom), Ellen Road, Aylesbury, HP21 8ES. 9.30 - 12.00pm, 2 July 2018
2. Stony Dean School, Amersham, 9.30 - 12.00, 3 July 2018
3. Merryfields (known as the children's Home) Cressex Link, High Wycombe, 9.30 - 12.00, 18 July 2018

People are free to join any event is convenient, regardless of what service they use. Representatives from Adult Services will be at Children's Services venues and visa versa.

For further information please contact: Alison Donovan, on 01296 382444 or out of hours on 07825430978

Collateral

- New approach to short breaks and respite for Chil [New approach to short breaks and respite for Chil](#)
- New approach to short breaks and respite for Chil [New approach to short breaks and respite for Chil](#)
- Image Girl with cerebral palsy [Image Girl with cerebral palsy](#)

www.buckscc.gov.uk/news

<https://twitter.com/buckscc>

<https://www.youtube.com/user/buckinghamshirecc>

<https://www.facebook.com/pages/Our-Buckinghamshire/118283198190717>



Appendix 3: Consultation letters to clients, carers/parents (inc easy read)

Communities, Health
and Adult Social Care

**Buckinghamshire County
Council**
County Hall, Walton Street
Aylesbury, Buckinghamshire HP20 1UA

Telephone 01296 395000
www.buckscc.gov.uk

Executive Director: Gillian Quinton

12 October 2018

Dear Parent/Carer

Consultation on our Adult Short Breaks Strategy: invitation to drop-in sessions

We want to create services that will support people to live more fulfilling lives, stay independent for longer and help them to remain with their families or closer to their own communities.

One way we are doing this is to look at the way we provide Adult Short Breaks so that we can make sure they meet the needs and priorities of the people who will use them.

Is this about Seeleys House residential short breaks?

No. Not directly. We know we have spoken with many of you at length about our plans for relocating residential short breaks. This is something different. This is about agreeing our strategy and approach to all short breaks provision (not just residential) and covers a much wider range of services including services for people with; a learning disability, mental health problems, physical or sensory disabilities and older people.

Is it about service provision?

No. We will look at service provision at a later date. This is about agreeing the principles that underpin service provision. We want to get your views on our strategy at this stage. You will have opportunity to give your views on how we provide short break services once the strategy has been agreed.

How can I give my views on the strategy?

You can have your say by:

- completing our questionnaire online go to the '[Have your say](#)' page of www.buckscc.gov.uk Hard copies will be available at drop-in session, by contacting us at shortbreaks@buckscc.gov.uk or calling 01296 383 122 and leaving a message
- coming along to a drop in session (more details below)
- writing to us at the address at the top of this letter
- emailing us at shortbreaks@buckscc.gov.uk

This consultation will run from the **29 June – 10 August 2018** (subject to ratification). The results of the consultation will be published on our website www.buckscc.gov.uk and we will write to you again to explain the next steps.

What about short breaks for children and young people?

A similar consultation on the principles for our Short Breaks strategy for Children and Young People will be running during the same period of time. You can comment this by going to the '[Have your say](#)' page of www.buckscc.gov.uk if you wish.

Feel free to drop-in and talk to us

We would like to invite you to join us at one of our informal drop-in session to discuss what should be considered in the strategy. This strategy will cover all forms of short breaks (not just residential). As a guide some of the things we would like you to consider are:

- What do you value most about short break services?
- What would you like to change about the current approach to short breaks?
- What outcomes should we be trying to achieve in providing short breaks?
- What would concern you about any change in approach to short break services?

Drop-in session dates and venues

County Location	Proposed Location	Date of meeting	Time of meeting
Buckingham	Community Centre	05.07.18	12:30 – 4:30
Aylesbury	Library	11.07.18	12:30 – 4:30
Seeley's	Seeley's day centre	18.07.18	1:30 – 4:30
Burnham	Day Opportunity Centre	25.07.18	12:30 – 4:30
High Wycombe	Library	02.08.18	9:30 – 12:30

These sessions are informal, and provide the opportunity to talk to someone on a one-to-one basis. We expect it take about 10-20 minutes of your time, however please do not feel you have to come - especially if you feel you have already given us your views.

Feedback from these sessions will contribute towards shaping the final strategy.

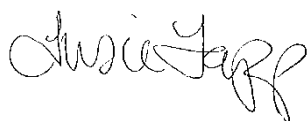
Next steps

Once our strategy has been agreed, we plan to hold some engagement sessions in the autumn to get your views about what the short breaks service should offer. Your views will be incorporated into options for how the short breaks service could be run, and these will be put out to a further consultation later in the year.

This will then shape the delivery of a new short breaks service planned for late 2019.

We look forward to receiving your views via the consultation questionnaire and/or meeting with you at one of the drop-in sessions.

Yours sincerely



Susie Yapp

Head of Strategic Commissioning - Adult Social Care

Buckinghamshire County Council

Executive Director: Gillian Quinton

12 October 2018

Dear Sir/Madam,

Adult Short Breaks Strategy: tell us what you think

	<p>We are asking you about a new plan for short breaks.</p> <p>A plan is the same thing as a strategy.</p>
	<p>The plan will say how short breaks will help people.</p> <p>It will also say what things are important about short breaks.</p>



So that short breaks will meet your needs.

We want to know what you think should be in to the plan.

You could tell us what you would change.

You could tell us what is important to you.

Or you could tell us if you are worried.





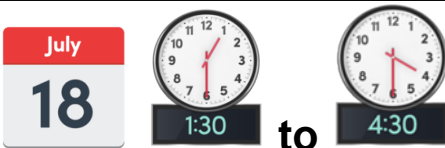
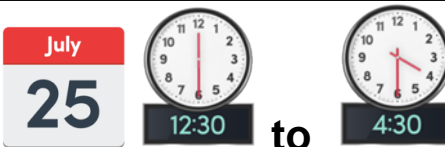









You can tell us what you think by coming to talk to us.


We have planned 5 drop-in sessions

You can come to any of them.

But you do not have to come if you do not want to.

	<p>It can be hard to say what you really think.</p> <p>So Talkback will be at the sessions to help.</p>
	<p>Choose a session from the list below.</p> <p>Come any time. You will only need to stay for about 20 minutes.</p>
	<p>Buckingham Community Centre, Cornwalls Meadow, Buckingham, MK18 1RP</p>
	<p>Aylesbury Library, Walton Street, Aylesbury.</p>
	<p>Seeleys Day Centre, Campbell Drive, Knotty Green, Beaconsfield HP9 1TF</p>
	<p>Burnham Day Opportunities Centre, Minnicroft Road, Burnham, Slough SL1 7DE</p>

  <p>to</p> 	<p>Wycombe Library, Eden Centre, Eden Shopping Centre, Eden Place, High Wycombe</p>
	<p>You can also tell us what you think by filling in the Short Breaks survey.</p> <p>You can do this by going to the Have your say page on www.buckscc.gov.uk</p> <p>Or you can get a paper copy at one of the drop-in sessions.</p>
	<p>You can also email us at shortbreaks@buckscc.gov.uk</p>
	<p>Or call us on 01296 383 122</p> <p>Please leave a message and we will call you back</p>
	<p>The short breaks consultation lasts for 6 weeks and will stop on 10 August 2018</p> <p>Any decisions made will be put on our</p>

	website www.buckscc.gov.uk
	We will write to tell you about any decisions and explain what will happen next.

We look forward to hearing what you have to say about short breaks.

Yours sincerely



Susie Yapp

Head of Strategic Commissioning - Adult Social Care

Buckinghamshire County Council

Appendix 4: Adult Social Care drop-in session schedule and attendance

County Location	Location	Date of meeting	Time of meeting	No. of attendees
Buckingham	Community Centre	05.07.18	12:30 – 4:30	0
Aylesbury	Library	11.07.18	12:30 – 4:30	11
Seeley's	Seeley's day centre	18.07.18	1:30 – 4:30	12
Burnham	Day Opportunity Centre	25.07.18	12:30 – 4:30	4
High Wycombe	Library	02.08.18	9:30 – 12:30	3

Children's Services consultation drop-in session schedule and attendance

County Location	Proposed Location	Date of meeting	Time of meeting	No. of attendees
Aylesbury	Teaching and Learning Centre	02.07.18	9:30 – 12:00	4
Amersham	Stony Dean School	03.07.18	9:30 – 12:00	1
High Wycombe	Merryfields - Residential Short Break Unit	18.07.18	9:30 – 12:00	7

Appendix 5: Coding and weighting of Questions 5 – 14

Weighting of responses:

Answer	Weighting	Meaning/rational
Very important	2	Full support
Important	1	In support
Slightly important	-1	Scored as a negative – as we are seeking support for the objectives and 'slightly' falls short of this.
Not important at all	-2	(negative so that it has the same impact as someone scoring 'very important')

A total average weighted score of '2' would mean everyone feels the principle or approach is very important (ergo full support). A total average weighted score of '-2' would everyone feels the principle is not important at all (ergo no support).

Scores of '1' or above are supportive of the principle but the weighting allows for a differential between the levels of agreement i.e. comparing a score of 1.5 to 2 would show 25% difference – even though both score were in support of principle.

Scores below '1' mean there is less support and '-1' or below would indicate it is not important i.e. no support or the principle.

Coding of free text comments:

Critical	may be concerned about or critical of the principle based on current experience and/or lack of confidence in us being able to deliver it in line with their needs i.e. do not fundamentally disagree but do not think it applies to them.
Reservations	agree with the principle but with some caveats/reservations. Usually around 'will I/my child be ok' or 'will only work if you do x, y z'
Supportive	In support of the principle, gave examples and ideas of how it would work and benefit them or others.

Appendix 6: Adult Social Care Questionnaire



Buckinghamshire
County Council

Adult Short Breaks Strategy consultation 2018

Why ask for my views?

We want to get it right. We believe that the people who use our services should be involved in designing them. The first stage is to shape a strategy that sets out a vision for how short breaks can help vulnerable adults to live more independent lives and support carers with their caring responsibilities. We're doing this collaboratively with carers, vulnerable adults and other residents.

What are you asking me?

We're asking for your views on the [Adults Short Breaks DRAFT Strategy 2018-2022](#). We are not asking about specific ways of delivering short breaks services, this will be part of the second stage of engagement and consultation later this year. We're asking how we should approach short breaks in the future.

What does our draft strategy say?

Our vision: "To make the best use of the resources available to help the people of Buckinghamshire lead fulfilled lives."

Our objectives are to:

- Support vulnerable adults to develop independence, learn new skills, make new friends and reduce loneliness
- Provide a choice of short breaks in line with the varying needs of carers and vulnerable adults
- Support carers with their caring responsibilities
- Involve vulnerable adults and their families/ carers with decisions
- Ensure staff are qualified and skilled to deliver services which are safe and high quality
- Provide a range of short breaks in line with the varying needs of carers and vulnerable adults
- Provide the right mix and balance between universal, targeted and specialist support
- Ensure access to short breaks is fair and priority is targeted at those who most need it
- Improve the quality of short breaks provision and achieve good value for money
- Enable stakeholders to try new things and be innovative

About short breaks

Short breaks are for people who are normally cared for in their own home by a family member or friend who is not paid for their caring tasks. For children they help develop independence and can boost physical and emotional health, for adults they help create independence and allow them to learn new skills.

From previous engagement with service users and their families we know many of you think that we need to change how we approach short breaks. So to make sure access to short breaks is fair and services can meet need we're developing new strategies.

What are the 'types' of short breaks?

Broadly speaking the type of short breaks are:

• Universal

These are available through resources in the local community that everybody can access. They include activities at leisure or community centres, faith groups and voluntary organisations. Examples are; carer support groups, lunch or social clubs and independent day services.

• **Targeted**

These are available through resources designed to meet the specific needs of a particular group of people, such as older people, people living with dementia, people with autism or hard to reach groups. Examples are; befriending services, gardening schemes and dementia clubs.

• **Specialist**

These are for people who have needs which cannot be met by universal or targeted short breaks and where the cared for person or their carer is eligible for support. Examples include; support at home by a temporary care worker, Shared Lives, a temporary stay in a care home, overnight residential short breaks and unplanned or emergency care (when the usual carer is unavailable at short-notice).

This survey is confidential and closes on 10 August 2018. For translation into other formats or languages contact communications@buckscc.gov.uk



Buckinghamshire
County Council

Adult Short Breaks Strategy consultation 2018

Before we get started it would be helpful to know something about you. The information you provide is confidential and you will not be identified.

• **1. Please tell us who you are**

(please select the description that best describes you or your connection to short break services. We will use this information to make sure we have views from a wide range of people).

- I am an adult with a learning disability and/or autism
- I am an adult with a sensory or physical disability
- I am a person with mental health problems
- I am an older person with support needs
- I am an unpaid carer or family member of someone who uses or may use short break services in the future
- I work for Buckinghamshire County Council/CCG
- I work or volunteer for another organisation/group that supports adults who may need/use short break services
- I am a local Councillor or MP
- I prefer not to say

2. Do you or your family currently access respite or short break support?

(This could be overnight residential, in your own home during the day or night and other formal or informal activities).

- Yes
- No
- N/A (e.g. you work for an organisation that supports adults)
- Prefer not to say

3. If you answered yes to Q2, which support do you access?

(Please tick all that apply)

- Organised activities specifically for adults with disabilities or long term illness
- Organised activities open to anyone
- Residential support
- Personal Assistant support
- N/A (e.g. do not access support)
- Other (please specify):

4. If you answered yes to Q2, how are your short breaks or respite funded?

(Please tick all that apply)

- Buckinghamshire County Council (Social Care)
- Continuing Health Care (Health)
- Self funded
- N/A (e.g. do not access support)
- Other (please specify):



Adult Short Breaks Strategy consultation 2018

Once agreed the **Adult Short Breaks Strategy 2018-2022** will set out the future direction for adult short break services.

To make sure that short breaks meet the needs of both carers and vulnerable adults there are a number of things the strategy must try to achieve. From talking to parents, carers and service users we have developed ten objectives. Which ones matter the most or least to you?

Please read each of the options below and then tell us how important or unimportant they are to you.

If you would like to give a reason for your answer or suggest any alternative objectives please use the comment box next to each question.

5. How important is it to you that our approach to short breaks will support vulnerable adults to develop independence, learn new skills, make new friends and reduce loneliness

Very important

Important

Slightly important

Not important at all

Use this space if you would like to give a reason for your answer:

6. How important to you is it that our approach will provide a **CHOICE** of short breaks in line with the varying needs of carers and vulnerable adults

Very important

Important

Slightly important

Not important at all

Use this space if you would like to give a reason for your answer:

7. How important is it to you that our approach to short breaks will support carers with their caring responsibilities

Very important

Important

Slightly important

Not important at all

Use this space if you would like to give a reason for your answer:

8. How important is it to you that our approach to short breaks involves vulnerable adults and their families/ carers with decisions

Very important

Important

Slightly important

Not important at all

Use this space if you would like to give a reason for your answer:

9. How important is it to you that our approach ensures staff are qualified and skilled to deliver short break services which are safe and high quality

Very important

Important

Slightly important

Not important at all

Use this space if you would like to give a reason for your answer:

10. How important is it to you that our approach provides a RANGE of short breaks in line with the varying needs of carers and vulnerable adults

Very important

Important

Slightly important

Not important at all

Use this space if you would like to give a reason for your answer:

11. How important is it to you that our approach to short breaks provides the right mix and balance between universal, targeted and specialist support

Very important **Important** **Slightly important** **Not important at all**

Use this space if you would like to give a reason for your answer:

12. How important is it to you that our approach to ensures access to short breaks is fair and priority is targeted at those who most need it

Very important **Important** **Slightly important** **Not important at all**

Use this space if you would like to give a reason for your answer:

13. How important is it to you that our approach to short breaks encourages people to try new things and be innovative

Very important **Important** **Slightly important** **Not important at all**

Use this space if you would like to give a reason for your answer:

14. How important is it to you that our approach improves the quality of short breaks provision and achieve good value for money

Very important **Important** **Slightly important** **Not important at all**

Use this space if you would like to give a reason for your answer:

15. Is there anything else you would like to say about taking a new approach to short breaks for vulnerable adults?

(Please note that you will be able to comment and/or develop options for service delivery at the next stage of engagement and consultation).



Buckinghamshire
County Council

Adult Short Breaks Strategy consultation 2018

Before you go can you tell us a bit more about you. This information will be collated and used to help improve services and future consultations. It is confidential and you will not be identified.

16. Which age range do you belong to?

- | | |
|---|--|
| <input type="checkbox"/> Under 12 years | <input type="checkbox"/> 45-54 years |
| <input type="checkbox"/> 12-17 years | <input type="checkbox"/> 55-64 years |
| <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 65-74 years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 75 years and over |
| <input type="checkbox"/> 35-44 years | <input type="checkbox"/> Prefer not to say |

17. How would you describe your gender?

- Male
- Female
- Other
- Prefer not to say

18. To which of these ethnic groups do you consider you belong to?

- | | |
|---|--|
| <input type="checkbox"/> Asian or Asian British | <input type="checkbox"/> White British |
| <input type="checkbox"/> Black or Black British | <input type="checkbox"/> Other |
| <input type="checkbox"/> Mixed | <input type="checkbox"/> Prefer not to say |

19. Can you provide us with the first 5 digits of your post code e.g. HP22 4? (This information will not be used to identify you, it will be used to help us understand the geographical range of responses).

- No
- Yes

The first 5 digits of my postcode are:

20. How did you hear about this consultation? (tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Facebook |
| <input type="checkbox"/> Council Website | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Letter | <input type="checkbox"/> Local press or other publications |
| <input type="checkbox"/> CCGs website | <input type="checkbox"/> Through a local group |
| <input type="checkbox"/> Other website | |
| <input type="checkbox"/> Other (please tell us what this was) | |

Appendix 7: Demographic information

Age range

ANSWER CHOICES	RESPONSES	
Under 12 years	0.00%	0
12-17 years	0.00%	0
18-24 years	2.83%	3
25-34 years	5.66%	6
35-44 years	11.32%	12
45-54 years	19.81%	21
55-64 years	26.42%	28
65-74 years	16.98%	18
75 years and over	15.09%	16
Prefer not to say	1.89%	2
Total Respondents: 106		

Gender

ANSWER CHOICES	RESPONSES	
Under 12 years	0.00%	0
12-17 years	0.00%	0
18-24 years	2.83%	3
25-34 years	5.66%	6
35-44 years	11.32%	12
45-54 years	19.81%	21
55-64 years	26.42%	28
65-74 years	16.98%	18
75 years and over	15.09%	16
Prefer not to say	1.89%	2
Total Respondents: 106		

Ethnicity

ANSWER CHOICES	RESPONSES	
Asian or Asian British	2.83%	3
Black or Black British	2.83%	3
Mixed	1.89%	2
White British	85.85%	91
Other	1.89%	2
Prefer not to say	4.72%	5
Total Respondents: 106		

How did you hear about the consultation

ANSWER CHOICES	RESPONSES	
Email	44.34%	47
Council Website	4.72%	5
Letter	22.64%	24
CCGs website	0.00%	0
Other website	0.00%	0
Facebook	10.38%	11
Twitter	1.89%	2
Local press or other publications	0.94%	1
Through a local group	19.81%	21
Other (please tell us what this was)	11.32%	12
Total Respondents: 106		