



Service Specification: Respite including Short Breaks

April 2024

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Version Control:

<i>Version</i>	<i>Date</i>	<i>Description</i>	<i>Author</i>
0.1	20.06.2023	First Draft	Ami Bestall
0.2	16.10.2024	Second Draft	George Bray
0.3	20.02.24	Name changes to reflect Lot	Becky Huxtable

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1 Introduction

- 1.1 This document sets out the service specification, outcomes and standards which apply to the provision of **Respite including Short Breaks** (including in a Residential Care home) services, provided to Individuals with assessed eligible needs, purchased by Somerset Council (**SC** or the **Council**) which are delivered by the **Provider**.
- 1.2 This document should be read in conjunction with:
- The contract and its appendices and schedules
 - The Generic Service Specification
 - Where respite is in a residential Care Home, the **Residential Care Specification**
- 1.3 It is a statutory requirement that all Providers of regulated care services for adults are registered with the Care Quality Commission (CQC). Therefore, the regulations required for registration (and their associated standards), and the monitoring of the achievement of those regulations and standards, are not duplicated in this specification.
- 1.4 This Service Specification reflects national policy advice and guidance and sets out the philosophy and care standards to be adhered to by Providers in the provision of Respite Care Services (Including residential) and Short Breaks for people with learning disabilities.

2 Scope

- 2.1 Short Breaks: Individuals eligible for Short Breaks will be aged 18 years and over, who, or their Carer(s), have assessed needs which meet the National Minimum Eligibility Threshold and have been assessed as requiring a Short Break in order to support their current living arrangements and/or promote their independence and it is assessed that this break needs to be provided within a Respite care or short breaks environment.
- 2.2 Each Short Break will have an agreed start and end date and will only be extended or transferred to a long-term arrangement on receipt of a Purchase Order from the Council and/or an organisation authorised to act on its behalf confirming the change.

3 Service Standards

- 3.1 The Service Standards that will be met are:

- Providers and staff are outward looking and engaged in their local communities, enabling people to be included when they want to be;
- Providers and staff work in partnership with health and social care services to ensure Individuals' needs are met;
- Staff are respectful towards Individual's homes and living environments, and treat them in the same way as any other person's private space;
- Providers can show Individuals that they are responsive to comments and prepared to learn from both compliments and complaints to improve everybody's services;
- Individuals have personal privacy in their room within the home, experience respect for their personal possessions, can exercise reasonable choice and control over how it is decorated/furnished and when staff enter;

4 Service Outcomes

4.1 The aims of Respite and Short Breaks are to:

- a) Offer Individuals and their Carers a short break to support people to remain living in their family home for as long as is possible;
- b) Provide Carers with a short break at a time and in a manner that suits them, and their family member, in response to assessed need and to provide support to Carers to maintain their caring role and other aspects of their lives;
- c) Support Individuals to achieve and maintain their potential in relation to their physical, intellectual, emotional, and social capacity to live as independently as possible;
- d) Provide access to a range of quality social and leisure activities designed and arranged for the duration of the short stay to meet the specific needs and interests of Individuals;
- e) Provide emergency, alternative, care and/or support to Individuals and Carers at times of crisis when they experience changes in their health or social circumstances.

4.2 The Outcomes that SC requires all Respite and Short Breaks to achieve, are that Individuals are enabled to:

- a) Have equality of opportunity to become part of their communities and do the things that they enjoy, regardless of their needs;
- a) Maximise the benefits that information and communication technology may give them, when wanted, to talk to their friends and family, shop and make choices;
- b) Maintain their skills, and develop new ones in the areas that they want to;
- c) Try new things, pursue leisure interests, participate in physical, mental, and spiritual activity and access community resources;
- d) To choose how to dress, what to eat, where to go shopping, what to do and when to do it;
- e) Be active members of their local communities, with the same rights as any other person to attend clubs, local groups, socialise and have relationships with friends, family, and partners in the ways that they choose;
- f) Develop meaningful friendships and social networks away from their care and support environment, should they wish to;

- g) Take part in social, leisure and further educational activities which meet their needs, including during the evening or at weekends;
- h) Achieve any additional, individual, outcomes contained in the Individual's Care and Support Plan in relation to Respite Care or Short Breaks.

Short breaks:

- 4.3 The Outcomes that SC requires all Short Breaks to achieve are that Individuals are enabled to:
- a) Arrange a short break at a time and location that is appropriate to their needs and those of their Carers;
 - b) Maintain their independence and, where appropriate to the length and location of the break, day to day links with their communities and activities that they enjoy.

5 Accessing Services

Both Services:

- 5.1 The services will be available 7 days a week for placement of new Individuals.
- 5.2 Somerset Council, or an organisation authorised to act on its behalf (the **Referrer**) will make the initial referral to the Provider.
- 5.3 All services will have a written procedure that ensures that the placement of a new Individual to the service is carried out in a timely, sensitive, and person-centred manner, designed around the Individual's needs.
- 5.4 Introductory visits for each prospective Individual, their Carer and/or family, advocates or friends will be arranged as appropriate to support planning and decision making.
- 5.5 An appropriate, person centred, Transition Plan will be agreed to support the Individual to start receiving the service, and to assist the Provider with arranging the appropriate services to meet the Individual's needs.
- 5.6 The Provider will complete an inventory of **all** personal possessions (including clothing) brought into the Residential Care home by the Individual. The inventory will be kept up to date for the duration of the Individual's stay.

Short Breaks:

- 5.7 The provision of Short Breaks is to support an individual's move towards independence and to support their Carer in their on-going caring role. The provision of short breaks should be flexible and may include the request for a

few hours Short Break, a weekend, or a full week, again depending on the agreed annual allocation in the Individual's Care and Support Plan.

- 5.8 There may also be instances where home circumstances become difficult and where a carer requires urgent respite care. Access to Short Break services will be arranged by the Council and/or an organisation authorised to act on its behalf when these situations occur.

6 Service Provision

Both Services:

- 6.1 The services will be available 24 hours a day, 7 days a week, 365/6 days per year, including Bank and Public Holidays.
- 6.2 The Provider will provide a Statement of Purpose describing the services to be provided, including details of the nature and extent of services, as per CQC guidance.
- 6.3 The service will provide appropriate staffing to provide a safe, quality service and to meet the assessed eligible needs of Individuals over a 24-hour period, to include either sleep-in or waking staff as assessed and required.
- 6.4 The Provider will provide personal care and support with activities that meet the individual needs of everyone in full as detailed in their Person-Centred Plan.
- 6.5 The Provider will provide three nutritious meals a day in accordance with an individual's personal preferences. If a Individual goes out and requires a meal elsewhere, the Provider will be responsible for providing or funding the alternative.
- 6.6 The Provider will include access to social and leisure opportunities arranged to meet everyone's individual needs. Any additional activities and support outside of the standard support package must be agreed and funded to meet the specific requirements the Individual with the agreement of the Provider and Referrer.
- 6.7 The Provider will provide appropriate activities that focus on maintaining and, wherever possible, promoting a person's life skills and independence both within the Respite Care or Short Breaks service and in the wider community.
- 6.8 The Provider will ensure the provision of a management on-call service over evenings, weekends, and Bank Holidays to support staff teams with the provision of management advice out of hours to ensure a safe and responsive service.
- 6.9 Occasionally, situations arise where an individual may require an out-of-hours or emergency admission. The Provider will ensure that there is a procedure in place to accept emergency admissions and, where necessary, have a system

of delegated authority in place to facilitate assessments and responsive decision making.

- 6.10 The Provider must complete its own assessment within 48 hours of an emergency admission. A full needs Assessment will be undertaken, if required, by the Referrer who will also review the emergency placement and begin the planning process for future provision.

Short Breaks:

- 6.10 The Provider will develop and regularly review a process for Short Breaks to be booked to meet the individual needs of Individuals and Carers, in line with the Short Break allocation in the Individual's Care and Support Plan. Where there is any query about the allocation the Provider will seek clarification from the Referrer.
- 6.11 The booking processes will be flexible around the planned length of stay to meet the needs of each Individual and will operate independently of the Referrer.
- 6.12 The Provider will show a degree of flexibility regarding the timing of weekday activities and the actual activities undertaken, in line with an individual's Person-Centred Plan.
- 6.13 The Referrer and Provider will agree beforehand any additional costs for the Provider to provide activities while an individual is having a short break.
- 6.14 The Provider will be responsible for contacting the Individual and/or their Carer as appropriate to agree the activities being undertaken during their Short Break. If additional costs are involved these will be agreed beforehand with the Referrer.
- 6.15 The Provider will provide access to a range of social and leisure activities for the duration of stay to meet the specific needs and interests of each Individual.
- 6.17 In some cases, where agreed with the Referrer, the Provider will arrange continued access to the Individual's usual day activities to ensure familiarity and consistency in line with their individual Person-Centred Plan.

7 Reviews

Both Services:

- 7.1 When an individual moves to a new respite service or starts to receive new short break services, the Referrer is responsible for arranging a 28 day Review with the Individual and Provider, and with the Individual's consent, their Carer(s), and/or representative and/or Independent Advocate, in order to ensure that the services provided are meeting their needs.
- 7.2 The Provider will have a full support plan completed and documents ready for the initial 28 day review.

Short Breaks:

- 7.3 On occasion the Referrer may ask the Provider to undertake its own review of an Individual's needs to inform Person Centred Planning and future provision of services.
- 7.4 Any assessment undertaken will not be subject to an additional charge to the Council.

8 Accommodation

- 8.1 Where providing long term and respite residential services within one building, together, Providers will provide clarity regarding this and have relevant training, policy, and protocols in place to ensure respite is effective and enriching for the people accessing it but is not detrimental to the permanent residents of the residential service.
- 8.2 The Provider will ensure that the accommodation provided will be fit for its planned purpose of providing quality, appropriate residential care, or short break provision. It should be designed and adapted to meet the types of need of the Individuals who are intending to use the service.
- 8.3 The Provider will ensure that the premises, including its furniture and fittings, is kept to a good standard of repair and decoration and to a high standard of cleanliness and hygiene. Furniture and equipment will be suitable and sufficient to meet the needs of Individuals and of a non-institutional nature in line with the general aims and values of quality services.
- 8.4 The Provider will be responsible for ensuring an annual schedule of regular maintenance, redecoration, and improvement of the property, or as required, to maintain the quality of the facilities provided and to maintain safety.
- 8.5 The Provider will produce a list detailing the standard furniture that will be provided in an Individual's room. The list will be given to Individuals, and/or their representative and/or Carers and/or Independent Advocate as part of the information they are given in advance of receiving the Service and at any time they request it. The list will also be made available to the Council and/or an organisation authorised to act on its behalf on request.

- 8.6 The Provider will make provision for Individuals to bring and/or purchase their own furniture, where wanted, for their room as an alternative to that which is normally provided by the Provider. However, the furniture provided by the Provider will be of sufficient quality and state of repair that an Individual and/or the representative will not feel obliged to do this unless they wish to.
- 8.7 The Provider will not require Individuals to replace or contribute to the maintenance of items on the list of standard furniture or purchase **any** items that are for communal use, or which cannot be removed.
- 8.8 The Provider will ensure that personal possessions of Individuals will be respected with support provided to look after and to maintain personal property. The home will provide a facility for the safe storage of Individual's valuables where this is requested.
- 8.9 The Provider will ensure that they have clear, documented procedures in place regarding looking after personal property and possessions, which will protect both the Individuals using the service as well as the Provider and its staff.
- 8.10 The Provider will make best use of telecare, aids, adaptations, and mobility aids, where appropriate, following individual assessment to support individual's safety, promote personal independence and provide the least restrictive measures.
- 8.11 The Provider will provide bedrooms which are large enough to accommodate Individuals who require more spacious accommodation due to their mobility needs and where they require the use of equipment and 2:1 support to mobilise. In addition, bedrooms should be large enough to meet any needs for the storage of belongings and required equipment, e.g. hoist, continence wear etc.
- 8.12 The Provider should provide en-suite bathrooms to ensure privacy and promote individual dignity.
- 8.13 The Provider will provide facilities which enable privacy when required. Bedrooms, toilets, and bathrooms will be capable of locking, although locks will be of a type to allow access from outside in the event of an emergency. In particular, attention will be paid to the sensitivities and individual preferences of Individuals in terms of gender and/or cultural separation.
- 8.14 The Provider will provide a spacious, accessible lounge area available to Individuals with television, radio, etc. for Individuals to use when required.
- 8.15 Where possible, the Provider will also have a dedicated quiet area to provide an alternative to the main lounge and that is in addition to Individual's bedrooms.

- 8.16 The Provider will provide specialist resources where services intend to meet the needs of people with complex health, communication, and sensory needs, following assessment and advice to meet their identified needs.
- 8.17 Providers will ensure that, where they intend to meet the needs of people with complex health and physical needs, they provide all the necessary equipment required following advice and assessment, e.g. Occupational Therapy, Physiotherapy to ensure the provision of quality, safe, accessible accommodation, facilities, and equipment which maintain personal dignity and respect.
- 8.18 A registered Care Home must be “fit for purpose” and is required to have immediately available the correct level of equipment for the number of residents for which it is registered. The Provider must ensure that all furniture and equipment to meet individual needs is provided in accordance with the current version of the joint SC and Somerset Integrated Care Board Equipment in Care Homes’ Policy that is prevailing at the time the service is delivered, requesting specialist assessments where required, and that safeguards are in place to prevent Individuals being inappropriately charged for equipment.
- 8.19 Where an individual is in receipt of full Continuing Health Care funding the Provider will approach the Integrated Care Board for provision of any additional specialist furniture and equipment required that will not be provided by the Integrated Community Equipment Service.
- 8.20 The Provider will ensure that all equipment used is clean, safe, and well maintained in accordance with the manufacturer requirements, service inspection and adherence to Medical Health product Regulatory Agency (MHRA) requirements and/or any guidance issued by the MHRA.
- 8.21 The Provider will ensure that the residential care home provides sufficient space for the safe storage of mobility equipment to keep communal lounges and corridors clear.
- 8.22 The Provider will ensure that the residential care home has an accessible laundry with adequate facilities to meet the needs of Individuals and for washing all types of fabrics and clothing.
- 8.23 The Provider will ensure that the grounds to premises are well maintained and accessible to Individuals. Gardens should be designed to safely meet the needs of the people who use the service and to encourage their involvement. Individuals should be encouraged and supported to use the grounds for their recreation where wanted and in a way that is appropriate to their needs.
- 8.24 If provided on the same site a Short Breaks service will be separate from any residential care provision to avoid disruption to the long-term residents.

9 Personalised Care & Support

- 9.1 The Provider will ensure that services are centred on the needs and aspirations of each Individual, considering who the person is in the context of their friends and family and ensuring that the quality and safety of the care and/or support they receive support enables people to feel safe and to enjoy positive experiences.
- 9.2 The Provider will ensure that visitors are made welcome at times to suit Individuals.
- 9.3 The Provider will provide a level of care and support appropriate to meet individual needs and in accordance with any particularly specified needs, but allowing the appropriate level of self-determination, choice and independence that will enhance the Individual's quality of life.
- 9.4 The Provider will appoint a key worker/key team to each Individual. Individuals will be involved in this process to ensure choice and the best possible match.
- 9.5 The Provider will ensure proactive and responsive communication between themselves and the Individual and their family. Where Individuals have complex communication needs and are unable to speak for themselves the use of additional ways of providing communication to families should be considered, e.g. communication books, emails, tablet computers etc.
- 9.6 The Provider will take steps to minimise the number of staff employed to meet the needs of a single Individual through an effective staffing policy/rota system and personalisation policy to provide them with continuity as far as is practicable.
- 9.7 The Provider will ensure that the needs (including spiritual, ritual, and dietary) of people from all ethnic, cultural, and religious backgrounds are catered for in a relevant and proportionate way, as specified in the Individual's Person-Centred Plan.
- 9.8 The Provider will seek the support of the Council and/or an organisation authorised to act on its behalf to provide specialist advice and assessment when required e.g. communication, behavioural, health conditions.
- 9.9 The Provider will provide regular reports to the Council on the up-take of short breaks by the Individuals using their service, identifying where the up-take is equivalent to or lower than an Individual's allocation. Where an Individual's requests for short breaks exceed their annual allocation (as determined by an Assessment undertaken by the Council and/or an organisation authorised to act on its behalf), the Provider must keep the Referrer informed as this may indicate changes in need or circumstances.

10 Promoting Independence

- 10.1 Outcomes for each person must be person-centred and in line with the long term aims and aspirations identified in their Person-Centred Plan.
- 10.2 Tasks aimed at promoting independence and maintaining skills could include, but are not limited to, assisting, or encouraging Individuals with:
- Personal care and dressing
 - Eating and drinking
 - Food and personal shopping
 - Laundry requirements
 - Cleaning rooms and personal space
 - Food and drink preparation
 - Accessing the community
 - Managing relationships with other people
 - Any other activities that support the Individual to increase or maintain their independence or moving towards independence.
 - Social, educational, and recreational activities
 - Managing personal correspondence and finances
 - Planning for the future.

11 Meeting Personal Care Needs

- 11.1 Providers must ensure they hold the relevant CQC registrations, if offering to provide personal care support.
- 11.2 The Provider will ensure that Individual's personal choice and wishes regarding who they would like to provide their personal care are taken into account and given priority wherever possible. Intimate personal care tasks must be provided by suitably matched staff in terms of any cultural sensitivities and gender.

12 Meeting Health Needs

- 12.1 Individuals maintain the right, where they are able, to make their own decisions about the care, treatment and support they receive. Providers will ensure that they have clear procedures, as per the Mental Capacity Act 2005, to assess individual capacity, to support people with decision making and to obtain valid consent and that these procedures are monitored and reviewed.
- 12.2 Providers will assist Individuals to meet their health needs through:
- The provision of nutritious meals and drinks to meet dietary needs and individual preferences;
 - Supporting access to NHS services as required and/or identified in assessments and the Individual's Person-Centred Plan;
 - Providing advocacy to support Individuals to access the health care they require;

- Enabling Individuals to have an Annual Health Check with their GP that results in a Health Action Plan detailing health improvement actions for the next 12 months;
 - Identifying the barriers that make it difficult for an individual to access health services, e.g. availability of family/staff who know the person well; specific anxieties; phobias, and set out the actions needed in the Individual's Person-Centred Plan;
 - Identifying and documenting the reasonable adjustments needed by Individuals to access healthcare and record in Person Centred Plans and Hospital Passports'
 - Providing one-to-one support where required and agreed with the Referrer to support access to appointments;
 - Ensuring that specialist health assessments are sought when required and that any treatments or therapeutic programmes are implemented as directed;
 - Supporting access to formal Advocacy services, including Independent Mental Capacity Advocates, as required under the Mental Capacity Act 2005.
- 12.2 The Provider will support Individuals to manage their own health conditions where appropriate, including through the provision of telecare, aids, adaptations, and mobility aids to promote independence.
- 12.3 The Provider must ensure that it has an adequate supply of equipment/medical devices to meet the health and physical needs of all Individuals on a 24-hour basis. Equipment provided must be safe and staff appropriately trained.
- 12.4 Where Individuals have additional health needs and require specialist health assessment and advice the Provider must ensure that they actively implement any specialist health recommendations into the Individual's Person-Centred Plan.
- 12.5 Tasks carried out by the Provider will exclude nursing care, which is the responsibility of the NHS and is subject to a separate Contract and Service Specification, except where this is part of a person's regular care routine **and** appropriate training has been delivered to key staff by suitable professionals, as advised in the joint Somerset Council and Somerset Partnership NHS Foundation Trust's Medical and Clinical Tasks Policy.
- 12.7 Health care tasks provided within residential care and short breaks services will be ancillary and incidental to the provision of the accommodation and social care support provided by these services, as directed by the NHS Continuing Health Care (CHC) National Framework 2012, or any framework/guidance that supersedes it.
- 12.8 Routine medical appointments will be supported by the Provider where agreed in advance of the stay commencing, which should be at the time of booking, and included within the standard fee. The Provider will ensure that Individuals are able to attend any emergency appointments and have access to medical

attention, when required; liaising with families and the Council and/or an organisation authorised to act on its behalf.

13 Involvement in Activities

- 13.1 The Provider will ensure that they are aware of local community resources, activities, and events to support people's access and involvement in the community.
- 13.2 The Provider will enable Individuals to access community activities on an individual or small group basis as set out in the Person-Centred Plan, such as:
- Sporting activities
 - Musical and other cultural events
 - Shopping and leisure activities
 - Engagement with learning, voluntary and employment opportunities
 - Support to attend other activities already planned and provided by other agencies
 - Drinks and meals out
 - Social events
 - Religious events or occasions
- 13.3 Providers are expected to record, evidence and document all activities offered and in which individuals engage in, in line with the assessed needs and outcomes. This will be provided upon request but also at all reviews to ensure the respite or short breaks service meets the person's needs.
- 13.4 Where Individuals use public transport independently to attend an on-going activity, the Provider will ensure that they are encouraged to continue doing so once they have learnt any new routes that apply where a change of location occurs.
- 13.5 The Provider will ensure that, where appropriate and when included in their Person-Centred Plan, Individuals are supported to develop public transport skills.
- 13.6 The responsibility and method of payment for the cost of both public transport and that provided by the Provider should be agreed on an individual basis by the Individual / their representative, the Referrer, and the Provider.
- 13.7 Some Individuals receiving a Short Break may need to continue to participate in a regular activity taking place during the day. Where this is required the details of the activity and what the Provider do to enable the Individual's continued participation will be provided by the Referrer and will be included in the Individual's Person-Centred Plan.

- 13.8 Where Individuals continue attending their regular day time activity the following transport arrangements will apply:
- Where Individuals use public transport independently to attend on-going activities they will be encouraged to continue doing so, where possible, once they have learnt any new routes that apply in a change of location;
 - Where Individuals use specific transport related to the daytime activity this arrangement should continue wherever practicable, or if it is not the Provider will agree an alternative arrangement with the Referrer;
 - Where an Individual's family provides transport to and from their placement centre the Provider will take responsibility for any informal transportation arrangements currently provided by the family as part of core costs.
- 13.9 The Provider is responsible for notifying any day activity providers of the names of Individuals receiving a Short Break and advising of those who will require transport.
- 13.10 The Provider must agree additional support for the Individual to access day and leisure activities if they do not already attend any day opportunities. The Provider will provide this support directly or through an alternative day opportunity as agreed in the Individual's Person-Centred Plan.
- 13.11 Where an Individual has an assessed need for support with transport this will be discussed and agreed by the Provider and Referrer.
- 13.12 The Provider will consider the aims of their service and consider the best way to provide transport to meet identified needs.

14 Managing Individual Finance

- 14.1 The Provider's staff's role in supporting an individual to manage their personal finances will be detailed in their Person-Centred Plan.
- 14.2 The Provider will demonstrate that Individuals retain their weekly Personal Expenses Allowance (PEA), and will be able to account to the Individual, their representative, and the Council accordingly.
- 14.3 Neither the Council nor the Provider has the authority to require residents to spend their PEA in particular ways, and pressure of any kind to the contrary **will never be applied by staff**. Individuals must not be asked to spend their PEA on items and/or services for communal use, aspects of board, lodgings and care that have been contracted for by the Council and/or assessed as necessary to meet their assessed needs by the Council and/or the NHS, for example, transport, continence wear, additional one-to-one support and chiropody (this list is not intended to be exhaustive and written guidance must be sought by the Provider if there is any doubt).

15 Training

- 15.1 Providers will ensure that they arrange training for their staff to meet the needs of the Individuals to whom they provide support and the requirements of CQC (including and specific training relating to CQC standards), through induction, mandatory and specialist training.
- 15.2 The Generic Specification for this DPS outlines the minimum staff training and induction standards expected.
- 15.3 The Provider will ensure that they keep records of all staff training in line with CQC requirements and that they produce an Annual Training Plan detailing new and on-going training requirements and how these will be met to promote service quality and development.