

## DISCUSSION NOTES FROM 'HAVE YOUR SAY' EVENT

MOFFAT, 22<sup>nd</sup> March 2007

### Introduction

The 'Have Your Say' event in Moffat on the 22<sup>nd</sup> March was the third of a series of Road Show events arranged by Shared Care Scotland. The purpose of these events is to allow carers, carer representatives and those who plan and commission services to come together to share and exchange views on the provision of respite and short break services, and to engage in discussion on the planning of services for the future.

30 people attended the event from a range of sectors and all parts of SW Scotland and the Scottish Borders.

An agenda for the event is attached. Some parts of the event were filmed for a DVD that is being developed by Shared Care Scotland to promote short break and respite services.

Notes were taken of the discussion and they are presented on the following pages along with the results of the Manifesto Warm Up exercise. Notes from this event and the other HYS workshops can be viewed on the Shared Care Scotland website:

[www.sharedcarescotland.org.uk/events](http://www.sharedcarescotland.org.uk/events)

The Facilitators were asked to lead their groups through 4 key questions:

- What are people's experiences of short break and respite provision? *To what extent do people feel services are meeting needs?*
- If you could design the ideal short break or respite service for your local area, what would this look like?
- What are the most important changes that, if implemented, will have the greatest impact on improving services?
- What is the first step to implementing this change? *Who needs to be involved?*

Not all the groups managed to cover all the questions and the Facilitators used their discretion to decide what areas needed more or less time.

*Shared Care Scotland  
29<sup>th</sup> March 2007*

### **What are people's experiences of short break and respite provision?**

- Respite is not successful when there is:
  - A lack of advance planning and preparation
  - A lack of suitable services (but 'any port in a storm')
  - A lack of accessible services, a significant issue in rural areas
  - A lack of qualified and experienced staff
  - Social services leaving it too long – carer left alone until breaking point
- Respite is successful when there is:
  - Confidence in the service and staff and the quality of care
  - Continuity of service and people, allowing the development of relationships and trust
  - Experienced staff who understand the needs of both the carer and care recipient
  - Effective, regular communication
- Other issues
  - Increased regulation prevents some informal arrangements from happening
  - Carers reluctant to 'let go' mainly due to feelings of guilt or concerns about service
  - Transition between children – adult – older people services very haphazard with the balance of resources with children and older people
  - Good quality residential care centres disappearing due to increased burden of regulation. Those left tend to provide services 'on the cheap'.

### **If you could design the ideal short break or respite service for your local area, what would this look like?**

- Carers and service users would have choice and control over the all aspects of the short break
- There would be a range of services available to cater for different needs and circumstances
- Service planners would be 'open minded' and prepared to tailor services to people rather than the other way round
- All breaks would be something to look forward to rather than something to be anxious about
- Services would be local, accessible and person centred
- A range of enjoyable and stimulating leisure activities would be available as part of the break
- Support services would proactively contact carers to 'check in' and determine what support or resources they needed
- There would be regular contact with carer support services with opportunities to feedback
- The people involved would be known to the carers so that relationships could be developed over time and people could put 'faces to names'
- There would be flexibility to allow for planned breaks but also emergency situations
- There would be cooperation across local authority and health board boundaries to encourage more sharing of resources
- Greater use of Direct Payments for purchasing short breaks and respite services

**What are the most important changes that, if implemented, will have the greatest impact on improving services?**

- Introduction of a statutory minimum entitlement
- Short break and respite has to be high on the political agenda
- Sufficient, long term, ring fenced money for respite
- Better planning and co-ordination of services
- Anticipate and plan ahead to cope with increasing demand
- Policy makers at national and local levels need to have a true and accurate picture of the local situation – easy to be affected by gloss and spin
- More health and social care workers at the frontline
- Need to assess what is needed based on person's experiences and views
- A central point of contact for advice and information on the services available
- More networking opportunities for carers to speak to other carers about their experiences of respite
- Involve local media in promoting services

**What is the first step to implementing this change? Who needs to be involved?**

- Demonstrate that respite is cost effective. How much would it cost if they weren't there. (*Can Shared Care Scotland help with this?*)
- Make it an issue – a vote winning issue for your MSP
- Carers shouldn't have to do the lobbying as they have enough on their hands
- GP's have a key role in identifying and signposting carers
- Health and social care workers need to understand the importance of short breaks and respite and their role in helping carers and service users to access this support – training and CPD
- Could carers have their own 'Commissioner' to champion their rights and press for increased resources?
- There needs to be greater recognition for carers and their contribution – they need to be supported to protect their own health and well being
- More accessible information and advice about respite options

## Manifesto Warm Up Exercise

As part of a warm up exercise at the beginning of the day, delegates were invited to place a vote against the manifesto statement that, in their view, would make the greatest difference to the lives of carers. Each delegate had two votes.

*The following 'manifesto statements' are ranked in order of the number of votes cast:*

- 11 votes:     **We will give carers a statutory minimum entitlement to respite.**
- 7 votes:       We will take steps to ensure that local authorities and health boards consult effectively and meaningfully with carers.
- 6 votes:       We will ensure that all carers receive a carers assessment
- 6 votes:       We will undertake to make available the necessary resources to ensure that carers have access to appropriate breaks from caring.
- 5 votes:       We will give carers and service users greater 'purchasing power' to secure the services they need.
- 4 votes:       We will ensure that carers are not charged for services that support them in their caring role.
- 2 votes:       We will give carers a right to have their own assessed needs met.
- 1 vote:        We will ensure that the money allocated to support carers is tracked and that it results in changes for the better in carers' lives.

## RESPITE and BREAKS FROM CARING

### 'Have Your Say' Event

10.30am to 12.30pm, Thursday 22<sup>nd</sup> March 2007

10.00am **Registration. Refreshments served.**

10.30am **Welcome & Introductions**

- *Silvie Mackenzie, Chair, Shared Care Scotland*
- *Don Williamson, Chief Executive, Shared Care Scotland*

10.35am **Some Poetry**

- *Elsbeth Murray, Shared Care Scotland's Poet in Residence*

10.55am **The Future of Unpaid Care**

- *Don Williamson, Chief Executive, Shared Care Scotland*

Major changes are taking place in the way social care and health services will be delivered in the future. What are the factors driving these changes and what will this mean for carers, the people receiving care, and the shape of future short break services?

11.10am **Group Discussions: What are we aiming for?**

- *Small Groups*

The purpose of the discussion is to share and compare views on the future shape and provision of short break and respite services. What are we aiming for and how will we get there?

12.10pm **Feedback and Plenary Discussion**

12.25pm **Closing Remarks**

- *Colin Beveridge, Vice Chair, Shared Care Scotland*

12.30pm **Lunch**