

## DISCUSSION NOTES FROM 'HAVE YOUR SAY' EVENT

ABERDEEN, OCTOBER 28<sup>TH</sup> 2008

### Introduction

The 'Have Your Say' event in Aberdeen was the sixth 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 provide, 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.

47 people attended the event from Aberdeen, Aberdeenshire and further afield.

An agenda for the event is attached.

Notes were taken of the discussion and they are presented on the following pages along with the results of the 'Walk the Wall' 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)

During the afternoon discussions, the Facilitators were asked to lead their groups through a series of questions. The key questions were:

- What are the qualities/characteristics of an excellent short break service?
- What needs to change and who needs to be involved?

Responses to these questions have been brought together and summarised in the following paper.

*Shared Care Scotland  
December 2008*

## **Feedback from the Discussions**

### ***What makes an excellent break?***

The following is a list of the qualities and characteristics identified by the discussion groups:

Excellent short break services are:

- Needs Led and Person Centred
- Flexible, Inclusive, Accessible and Affordable
- ENJOYABLE
- Safe and Reliable
- Supported by Enthusiastic, Committed Staff who are properly Trained
- Carefully Planned with Good Communication before, during and after with the opportunity for Review.
- Stimulating, Stretching, Creative and Imaginative

They also:

- Deliver excellent Value and Quality
- Provide Continuity but can Adapt to the Changing Needs of the carer and service user over time
- Continuously Monitor, Review and Respond to the customer experience

### ***What needs to happen?***

- Local authorities and service providers need to consult with services users and carers and really listen to what people have to say. This will lead to better decisions and the planning of services which really respond to need and deliver the best outcomes for all concerned.
- Access to accurate and reliable information about what's available is critical if carers and service users are to have a greater say and choice over services.
- Service planners and commissioners need to ensure there is a mix of service provision available to meet diverse and sometimes complex needs.
- Those who plan, commission and provide services must look 'outside the box' and genuinely involve carers and service users in decisions about the future shape and direction of short break services in their area.
- Carers want breaks that they don't have to fight for!
- Decisions must be needs led not finance led.
- Up to date and accurate information must be available, preferably via a one-stop-shop such as a Short Break Bureau.
- Local authorities should be more systematic about planning ahead for services, rather than waiting until emergency situations arise.
- Carers and service users want the option of Direct Payments with more information and support to help them manage these.

## Walk the Wall Exercise

Those arriving early had the opportunity to respond to various questions posted on flipchart around the meeting room. Responses were colour coded to allow us to distinguish between carer and service user responses (in the left hand column below) and responses from other participants (in the right hand column).

<b>If there was an entitlement to respite, how much respite do you feel you would need in a year to enable you to carry on in your caring role?</b>	
Minimum of 1 month per annum to be taken when I choose	The people I work with would benefit from a weekend's break once a month and extended periods during school holidays
Minimum of 1 month to maintain energy to keep on caring	Difficult to say – availability when needed is usually more important
3 X 2 weeks during the year	Changes from one family to the next. Families being closely involved with the respite provider helps the situation
3 weeks preferably but definitely 2 weeks	
<b>On a scale of 1-10 how important is respite to you?</b>	
100/10	9 – as a person with experience of arranging respite for others, this has always been a high priority for people
10 – without it you'll have two people to deal with!	10 – respite is critical although it has to be the right kind of respite.
Positively 10 – it allows you to keep on caring willingly	10 – respite is essential for the people I work with to give them a break and allow them to re-charge their batteries
Easy question - 10	10 – but it has to be appropriate. Not everyone is ready for respite.

<b>What type of provision should be available?</b>	
A variety to meet all needs:- overnight, daytime, weekends, part days, weeks	Flexible, person centred. It should be positive for both the carer and the care recipient. Need to promote independence and stimulation.
More emphasis on the activity rather than 'respite'. We need to sell this to users and carers.	Flexible respite which is consistent, reliable and person centred.
A variety of options needed to cater for differing needs.	Caring that provides activity based breaks, with and without the dependant, in the home, away from home, funded and self-funded
A wide range to meet different needs and benefit the carer and cared for.	Flexible and creative to give people the support they need.
A wide variety taking into consideration what the cared for person needs and wants.	
A service both partners can have trust in.	
<b>Is the current range of respite provision the right range for you and the person you care for?</b>	
What <u>range</u> ? How would I know what's available? What I do know (I've found out about) is extremely limited.	There is a severe lack of respite provision due to a lack of funding amongst other things.
Definitely not. The person I care for is too young and active for current respite facilities in Aberdeen	I get feedback from carers in North Aberdeenshire that there's a lack of short breaks available for children – need choice & variety.
Yes but only because we can pay for it!	I cannot speak personally but in my experience of arranging respite in Aberdeenshire the range has been inadequate.
No. Need more flexible & appropriate respite for people with dementia. Care home is not for everyone.	I would have a concern that provision of care is too inappropriate and based on luck, i.e., where you live.

<b>If you were given the money, would you feel able to organise and manage respite yourself?</b>	
YES, would give greater choice, flexibility and opportunity.	To a certain extent, although it would need consultation with families and children.
I have direct payments. There is a <u>lot</u> of unnecessary bureaucracy & heavy interference and the so called empowerment. It takes a lot of time.	Yes
Yes, at least I would feel in control of what type of facility would be suitable.	As a provider we have the experience of organising and managing respite. "Block funding" would help.
Yes – but would prefer not to!	Crucial role for organisations like SCS simply so that carers know what is available.
	Yes – from an organisational point of view we have experience in respite care in various forms.
	Yes, would give greater flexibility and appropriate – diversity of types of respite.
<b>Any other comments</b>	
What mailing lists did you use to advertise this event? Libraries, doctors surgeries, all care managers .... & so on! There needs to be wider discussion to achieve consensus of opinion.	
Have been on Respite Planning/Consultation groups for 10 years & still same questions being asked with little progress for carers as far as I can tell.	
I hope that the conference progresses the need for a variety of different respite accommodation.	



## 'Have Your Say' and AGM Event

10.30am to 3.00pm, Credo Centre, Aberdeen

Tuesday 28<sup>th</sup> October 2008

10.00am **Registration & Refreshments**

10.30am **Welcome & Introductions**

- *Colin Beveridge, Chair, Shared Care Scotland*
- *Councillor Marie Boulton, Aberdeen City Council*

10.45am **Breaks from Caring: Where are we now and what lies ahead?**

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

The need for improved short break and respite services has been top of the carers agenda for a long time and now has strong Government support. How is this support being translated into action and what can be done to make breaks from caring a local priority?

11.15am **Have Your Say on: *Improving Services***

- *Discussion in small groups*

Scottish local authorities are now committed to achieving the Government's target of providing an additional 10,000 respite weeks in care homes and other care settings by the end of 2011. What changes would you like to see locally to ensure this policy delivers the best possible outcomes for carers and care recipients?

12.15pm **Feedback**

12.30pm **Lunch**

- *Market place of information about local short break services and developments*

**...continued**

1.20pm **Energiser!**

- *Just to get you through the after lunch energy slump!*

1.30pm **Annual General Meeting of Shared Care Scotland**

- *Meet the Directors of Shared Care Scotland and hear about our plans for the future*

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Shared Care Scotland recently published its 2008-11 strategy which clarifies our purpose and values and sets out what we aim to achieve over the next 3 years. The AGM will outline these plans and also share some of the highlights from the previous year.

1.50pm **A Quality Experience?**

- *Discussion in small groups*

What makes the difference between an excellent and adequate respite service?  
Can we agree a common set of indicators which would help service providers and users to achieve consistently high quality experiences?

2.50pm **Closing Remarks**

- *Followed by coffee and biscuits. Stay for a chat if you can.*