

## **NOTES FROM MISSION POSSIBLE TASK GROUPS**

Delegates were divided into small task groups to work on various tasks all related to improving short break and respite care services. In most cases there were two groups working separately on the same task. A description of the task and the feedback is provided below.

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### **Mission A**

#### **Mission Title: Quality Counts!**

You are a group of consultants who have been asked by the Care Commission to develop a set of **5 Quality Indicators** which can be used by all short break services to measure the quality of the short break service provided or experienced.

By the end of your Mission you should have identified your 5 indicators and written these on to a piece of flipchart paper.

Please write on the top of your flipchart the name of your mission and attach a copy of this Mission Brief.

#### Key Questions:

- What are the signs of good quality short break provision?
- How is quality visible or measurable at different stages of the process: planning, preparation, the break itself, getting feedback from service users, etc?

#### **Feedback Groups 1 & 2:**

- Was the short break available at the right time?
- Was the short break tailored to meet individual need?
- Was the service flexible to meet individual interests/needs/with age appropriate activities
- Was the short break a positive experience?
- Were you confident and comfortable that the support needs were met?
- Was it fun and would they want to do it again?
- Were staff trained and able to provide the quality of care expected and needed
- Was there clear communication and information before, during and after?

Thursday 23<sup>rd</sup> April 2009

## **Mission B**

### **Mission Title: Managing Resources for Better Outcomes**

You are a group of consultants that have been commissioned by a local authority to help them evaluate whether their resources for short break provision are delivering the best possible outcomes for carers and service users.

- Your task is to produce a **5 point action plan** setting out the steps the local authority should take to reach this goal.
- By the end of your Mission you should have identified your 5 point action plan and written this on to a piece of flipchart paper.

#### **Feedback Group 1:**

- Quality Measures – defining through consultation with people/carers/families who use services and those who don't (eg complex health needs)
- Transition Planning and Commissioning – bring partnership together – Providers/Carers Service Users involved. Funding contingency for change over new services.
- Supply and Demand – Opportunities/Use of Students or Volunteers/New Workforce “worthwhile jobs”/Hotel B&B's Off Season
- Every LA/NHS/VOL SECT/SG/CCP – sign up to High Quality Short Breaks!! Outcome focused.
- Assessment Tools/Talking Points/Outcomes Focused

#### **Feedback Group 2:**

- Sack the consultants!
- Users and Carers to lead this piece of work – using money to facilitate group. Aim of group: what makes a difference to Service Users and Carers?
- Keep revisiting this aim
- Information gathering – what is available locally and other exciting things.
- Highlight what's good – identify characteristics – use to guide change where needed.

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## Mission C

### Mission Title: Future Focus for Shared Care Scotland

You are the Board of Directors of Shared Care Scotland. Shared Care Scotland's vision is that all carers, and the people they care for, will have easy access to short break support when they need it; the right kind of service available at the right time and in the right place.

- Your task is to identify **5 strategic priorities** for the organisation to focus its efforts and activities over the next 2-3 years which will contribute to this vision.
- By the end of your Mission you should have identified your 5 priority areas of action for Shared Care Scotland and written these on to a piece of flipchart paper.

#### Feedback Group 1:

- Identify financial resources being invested in services by local authorities and publicise
- Monitor local authorities level and quality of provision using Audit Scotland figures SWIA results.
- Lobby MSPs to implement cross party agreement with separate funding for short breaks not ring-fenced.
- Identify and publicise available short breaks locally and nationally. Identify approved carers.
- Encourage improved communications between short break providers and users.
- Promote the development of a Short Break Bureau network run by/overseen by local authorities.
- Promote the standardisation of funding nationally, i.e. equitable availability of Direct Payments and more flexible funding generally, but keep it simple and open.
- Promote distribution of information in different formats – not everyone has computers!

#### Feedback Group 2:

- Scoping of need and publicising what's already available
- Awareness raising – finding and promoting good practice – to people who use services and amongst the wider community
- Provide information and support to carers to make them aware of what they're entitled to
- Promote greater choice and flexibility of services
- Campaign for more funding to produce much needed expansion of provision – lobby government

## **Mission D**

### **Mission Title: Making Entitlements Work**

The Scottish Government has made a commitment to introduce guaranteed minimum entitlements to breaks from caring for those in greatest need by 2011. The Minister for Public Health has invited you to join a task group to guide the successful implementation of this policy.

- Your first task is to advise the Minister on how a **definition of 'greatest need'** might be arrived at and **applied locally**.
- By the end of your Mission you should have produced a set of recommendations and written these on to a piece of flipchart paper.

#### **Feedback Group 1:**

- Need to produce national guidance on developing Eligibility Criteria – to ensure equity of entitlement across local authorities
- Any definition of 'greatest need' must be driven by a person-centred assessment which takes account of people's different coping thresholds, access to wider communities of support, health, employment and other issues
- Needs to recognise that the need is two-fold - for the Carer and the Cared For person

#### **Feedback Group 2:**

- Consider the positives
- Establish a criteria
- Reflect the needs of the individual and the carer
- Identify risks
- Decide on the vulnerability of individual and carer - physical, emotional, social and health. How would you measure this?

## **Mission E**

### **Mission Title: Increasing Access**

In many areas access to respite care is restricted to those experiencing crisis or emergency situations. This approach fails to recognise the benefits of providing appropriate support at an earlier stage to prevent people reaching crisis point.

- Your task is to identify a **5 point action plan** that will help **improve access to respite care support** to those currently below the eligibility threshold, i.e. identify actions that would adjust the balance from crisis management to preventative action. The plan should be realistic!
- By the end of your Mission you should have produced your 5 point action plan and written this on to a piece of flipchart paper.

#### **Feedback Group 1:**

- Scrap Eligibility Criteria
- Set up a Short Break Bureau and promote personalized responses to service planning
- Map the cost of providing crisis support as evidence of need for preventative services
- Use a person centred approach
- Change the Children Scotland Act to reflect the changes taking place in England for disabled children, their families and entitlements to short breaks.

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## **Mission F**

### **Mission Title: Making Personalisation a Reality**

Social care in Scotland is slowly moving towards the idea of personalisation: people (carers and service users) becoming active participants in shaping, creating and delivering their care, in partnership with statutory health and social care and other support services.

- Your task is to develop a **Charter for Person Centred Services**, aimed specifically at **short break service providers**, which will help them apply the principles of personalisation to the way they plan and deliver their services. The Charter should contain 5 'commitments' that service providers are invited to sign up to and demonstrate their support for personalisation.
- By the end of your Mission you should have produced your 5 commitment statements and copied these on to a piece of flipchart paper.

#### **Feedback Group 1:**

- Accessible user-friendly service
- Work in partnership with carers/families
- Develop a person-centred short break plan
- Respect, transparency, honesty (information, literacy etc)
- Aim for a variety of service provision

#### **Feedback Group 2:**

- Accessible information and choice
- Flexibility and resources
- It's got to be need-led and create opportunities
- Competently trained staff
- Listen to people's views and act on them
- Must have two-way communication
- Every authority should have a Short Breaks Bureau