

## SUMMARY FEEDBACK

### HAVE YOUR SAY: RESPITE CARE GUIDANCE

#### Introduction

On the 28<sup>th</sup> November 2007, Shared Care Scotland and the Coalition of Carers in Scotland jointly hosted a workshop event to gather views on the Scottish Government's recently published Draft Respite Care Guidance. 49 people attended. The group was mainly composed of carers but also included carer support workers, local authority and health service staff and service providers. An agenda for the event is attached.

The event began with a video introduction to the guidance by Shona Robison, the Minister for Public Health. The video can be viewed at:

<http://www.mediaeducation.co.uk/projectzone/sharedcarescotland/>

#### Outcomes

The following note is a summary of the views expressed at the event. The statements against each section are in no particular order but they appear here because they were repeated by two or more of the small discussion groups.

#### What we like about the Guidance

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- The focus on the value of respite support to sustain caring relationships and prevent the ill health and exhaustion of the carer.
- Strong Government recognition of importance of respite and the need to improve provision
- The need to be proactive not reactive
- The emphasis on promoting greater diversity of services and more personalised respite care
- The strong emphasis on consultation and communication
- The strong emphasis on strategic planning
- The inclusion of good practice examples

## What we would like to see improved

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- A commitment – within the guidance - to ongoing monitoring and evaluation to ensure the guidance becomes practice
- Greater emphasis on the importance of the care/carers assessment as the means to identify support needed, including respite
- Clearer definition of respite (short breaks)
- Greater emphasis on the needs of young carers
- Reference to proposals to introduce a statutory entitlement
- Increased emphasis on the responsibilities of local authorities and their partners to provide, or secure sufficient provision of, respite services in their area
- More clearly defined indicators needed to define the changes expected in terms of the planning and provision of services. The guidance is too aspirational.
- Some simplification of the language is needed to make the document more accessible to those less familiar with policy speak
- The inclusion of all groups in the consultation
- The guidance needs to point planning and commissioning staff to funding options and encourage more flexibility in how funds might be used
- The importance of developing a process to systematically record unmet needs to be highlighted and how this information will improve service planning

## Barriers that might prevent the implementation of the guidance

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- No 'duty' on local authorities and partners to implement the guidance
- A lack of funding and other resources to increase access and improve quality of services. This results in more restrictive eligibility criteria
- A lack of leadership/commitment particularly at local government levels to make things happen
- No real partnership with carers
- No inter-service communication and coordination
- A lack of people resources on the ground
- A lack of local services appropriate to different ages and care groups
- A lack of effort in reaching the 'hidden' carers
- A lack of cohesion between local authorities and health partnerships
- Low awareness of carers amongst local politicians and decision makers
- Carers assessments (the entry point for accessing respite services) remaining a low priority
- A lack of accountability and ownership by those responsible for developing and implementing the guidance
- A lack of willingness to invest longer term in the development of new, more person-centred services at the risk of impinging on current provision

## Other steps we feel need to be taken

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- Independent body needed to monitor respite
- The development of a common respite policy/strategy throughout Scotland
- Better evaluation of respite services locally to check that needs are being met
- More accessible and better quality information to carers and cared for people on respite/short break options – it's difficult to exercise choice when only a few options are presented
- Similar resources and standards country-wide, an end to post-code defined services
- More emphasis on needs-based rather than finance-led service development
- The shift to more person-centred respite needs ongoing emphasis with wider sharing of good practice
- More understanding of respite issues by professionals – particularly those responsible for assessments but also those who plan, commission and provide services
- Money needs to be ring-fenced for respite. In the absence of this local authorities will prioritise money elsewhere
- Any developments must be based on thorough and honest audit of existing services
- The guidance needs to link to carer information strategies
- Central scrutiny of respite strategies needed to agree targets and monitor progress
- Improved and more secure working with voluntary sector needed
- Improve staff awareness of carers, showing them what carers do in the community – perhaps through shadowing, placements, secondments to vol. sector etc
- We need to introduce new approaches to overcome peoples fear of engaging with the statutory services – start with bureaucratic language around assessment.
- Greater promotion of direct payments (self-directed care) as a possible route to more flexible respite care packages, where the purchaser has more control

### Agree/Disagree statements

At the start of the day, delegates were invited to place a coloured sticker against various statements to indicate the extent to which they agreed or disagreed with each statement. Coloured stickers were used to identify whether the person was a carer or practitioner.

#### Local Authorities and Health Boards consult effectively and meaningfully with carers

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses		4	13	15
Responses from Carers		4		11
Staff from a carer organisation			11	4
Staff from other organisations			2	

**Respite services are currently targeted at those in greatest need**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses	1	18	12	3
Responses from Carers	1	7	5	2
Staff from a carer organisation		8	7	1
Staff from other organisations		3		

**Carers and service users should have greater 'purchasing power' to secure the services they need**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses	32	1		
Responses from Carers	14			
Staff from a carer organisation	16			
Staff from other organisations	2	1		

**In my experience it is easy to access information about respite and short breaks**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses		1	24	9
Responses from Carers		1	6	6
Staff from a carer organisation			16	2
Staff from other organisations			2	1

**Direct Payments should be extended to include unpaid carers**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses	12	18		
Responses from Carers	7	5		
Staff from a carer organisation	4	12		
Staff from other organisations	1	1		

**Decisions on how resources are planned and prioritised for respite should be a local matter**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses	11	10	7	2
Responses from Carers	9		2	
Staff from a carer organisation	2	8	5	
Staff from other organisations		2		2

**There should be a duty on local authorities to develop a specific respite strategy**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses	29			
Responses from Carers	11			
Staff from a carer organisation	15			
Staff from other organisations	3			

**I am satisfied with the respite and short break services in my area**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses			9	18
Responses from Carers				<b>11</b>
Staff from a carer organisation			<b>8</b>	<b>6</b>
Staff from other organisations			<b>1</b>	<b>1</b>

**Carers should be given a statutory entitlement to short breaks and respite**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses	30	3	5	
Responses from Carers	<b>13</b>		<b>1</b>	
Staff from a carer organisation	<b>15</b>	<b>2</b>	<b>3</b>	
Staff from other organisations	<b>2</b>	<b>1</b>	<b>1</b>	

**Enough measures are in place to ensure the money allocated by the government to support respite and short breaks is accounted for**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Total Number of Responses			14	21
Responses from Carers			4	10
Staff from a carer organisation			8	10
Staff from other organisations			2	1

**The Coalition of Carers in Scotland &**

**Wednesday 28<sup>th</sup> November 2007**

**Shared Care Scotland present:**

**Adelaides Centre,**

**Respite Care Guidance...**

**209 Bath Street,**

**Have Your Say!**

**Glasgow**

10.30am **Registration, refreshments and agree/disagree warm-up exercise**

11.00am **Welcome & introduction to the day**

11.10am **Scene setting**

A selection of presentations to set the scene for the day.

- Shona Robison, Minister for Public Health (video intro)
- David Small, General Manager, Edinburgh Community Health Partnership
- Ann Cummings, Principal Officer, Social Work, Glasgow City Council
- Jack Blaik, a carer's perspective

11.45am **Round table discussions 1**

The purpose of this first discussion session is to take general feedback on the content and intended outcomes of the Respite Care Guidance, and to identify some of the challenges of turning guidance into practice.

12.35pm **Lunch & Graffiti Wall**

As well as the usual networking, there will also be an opportunity over lunch to visit the Graffiti Wall and contribute any thoughts and ideas that might have emerged from your morning discussions.

1.25pm **Picture this!**

Mainly for fun! A short 'creative' exercise to overcome the after lunch energy slump!

1.40pm **Round table discussions 2**

A chance to look more specifically at key areas of the Respite Care Guidance:

- reaching those in greatest need
- improving services through coordination and collaboration
- the pros and cons of a right to respite.

2.30pm **Feedback**

A final session to pull together the key points from the day and agree the next steps.

2.50pm **Final remarks and finish**

Refreshments will be served at the end of the day. Please stay for a chat if you can. Also an opportunity to view the results of the after lunch creative session!