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Service specification

Carers emergency and health related respite

**Strategic Commissioning Division**

# Introduction

This service specification is relevant to and sets the requirements for the delivery of a 24 hour emergency respite and respite for health related appointments for adult carers in Wokingham Borough. This service is for adult carers who care for another adult and is not for parent carers or young carers.

It is not the purpose of this specification to limit or restrict the service provider’s innovation, ability to deliver a responsive service or exercise flexibility in how services are delivered. It is, however, the purpose of this specification to broadly identify the key characteristics by which these services will meet the needs of people who choose to use the service described in this specification.

# Alignment with the Council’s strategic priorities

*Wokingham Borough Council’s Vision* sets the following priorities for the delivery of support and services to the local residents, including:

* Looking after the vulnerable
* Improving health, well-being and quality of life

In addition, *Wokingham Borough Council’s Adult Social Care Vision 2015*, states that well-being including mental and physical health, living conditions, access to local community and mainstream activities is at the core of all its services. The key priorities for Adult Social Care are:

* Empowerment, personalisation and self-care
* Quality and safety
* Integration of services / partnership working
* Prevention and early intervention
* Skilled, motivated and well-supported workforce
* Sustainability / resilience

The principles outlined in the Council’s Vision and Adult Social Care Vision will be used to inform this service’s aims and objectives, delivery and outcomes.

# National legislation, guidance and good practice

It will remain the responsibility of the service provider to be aware of current and changing legislation governing and informing the delivery of services, and it will remain the responsibility of the service provider to ensure that it complies with all and any changes to national legislation and published guidance on good practice such as, but not limited to:

* *Care Act 2014 and statutory Care Act guidance*
* *Wokingham Borough Council’s Carers Strategy 2016-2019*

# Service overview

Description of the services

**Contingency planning**

The service will carry out contingency planning with the carers and the contingency plans will be stored securely by the provider so they are readily accessible to the service in the event of an emergency.

**Emergency cover / support**

This service will provide up to 24 hours of support to the cared for person in circumstances where their usual carer (informal carer, such as a friend or a family member) cannot provide that support due to a crisis or emergency incident. The service will be accessed via a 24hr emergency telephone line. Where carer assessments are completed and eligible carers identified, each carer will be issued with a service information pack containing a card displaying the emergency telephone number.

Depending on the identified needs of the cared for person, the emergency service may be provided via any or all of the following methods:

1. Telephone, support and guidance
2. A rapid response visit
3. Ad hoc respite for up to 48 hours (may be longer in exceptional circumstances).

The service provider is expected to contact social services if they become aware of any safeguarding concerns relating to the cared for person or in circumstances where more substantial or prolonged support is required.

**Sitting service for carers’ health related appointments**

In addition, this service will also provide a day time (from 8am till 8pm) a sitting service for informal carers who require a health related appointment. Carers will be able to book this service by phone during office hours (9am – 5pm).

It is anticipated that health related appointments will require between 1 to 4 hours respite, but the length of these appointments may vary depending on each carer’s personal circumstances. Health related appointments include (but are not limited to):

* Indicative 1 hour appointments: GP, flu vaccinations, optician, audiologist
* Indicative 2 hour appointments: chiropody, counselling, physiotherapy, chiropractor, psychiatrist, dentist
* Indicative 4 hour appointments: hospital, “Talking Therapies”

This service is not aimed at providing regular sitting service for carers (as this can be accessed through statutory services), but specifically for health related appointments.

Carers are expected to inform the Service in advance of a forthcoming appointment in order to ensure that appropriate respite care is arranged. The Commissioner and newly appointed Provider will agree the details of the process and timeframes for booking appointments after the contract has been awarded.

Although block appointments may be required in some cases and therefore several respite sessions may be booked, in most cases, respite should be provided for one off appointments.

All the above listed services will have to be linguistically, ethnically and culturally relevant, and able to meet the needs of carers.

## Key activities

## The service will provide:

* A 24 hour emergency telephone line staffed by care workers trained to respond in a timely and appropriate manner to emergencies;
* A telephone line for non-emergency health related appointments.
* A Carer’s card listing the emergency telephone line.
* Qualified and experienced care workers available during office hours
* Two qualified and experienced senior duty care workers to staff the out of hour’s service on a rota basis.
* A bank of care workers to provide respite/support when required.
* A senior care worker (0.75 of a post) to manage the service, undertake assessments and assist carers in developing individual emergency support/contingency plans.
* Assistance and personal care for the cared for person; support will be provided in a way that is sensitive to the person’s wishes and is culturally appropriate.
* A secure database with accurate and up to date emergency/contingency plans for all carers. The information will be easily accessible to care workers in case of emergencies

## Referral and access to the service

There are no restrictions on the source of the referrals, which are likely to include:

• Self-referrals

• Voluntary and charitable agencies

• Advice agencies

• Statutory organisations such as NHS and social care services

• Other organisations providing support for carers

Carers can access the well-being respite service following a registration with the provider.

Carers are only able to access the emergency respite service if a contingency plan has been completed and approved.

The service is commissioned on a fully funded block contract basis and therefore the service is free at point of delivery for customers.

## Service location / times of delivery

This is a 24 hour 365 days a year service.

Access to the service will be primarily via phone, although the service provider may establish other forms of access such as online bookings.

The service will ensure that all adult carers caring for another adult within the borough, irrespective of location or address, can make use of the service.

The service provider will advertise, publish and make widely available information that clearly informs people who may wish to use this service, when this service is available and how it can be accessed.

## Workforce and service capacity

The provider will always deploy a sufficient number of paid staff and volunteers to deliver the service according to the terms of this service specification and ensure that appropriate management support is available to staff and volunteers.

The provider must ensure that workforce employed to deliver the service are appropriately trained, skilled and experienced and are committed to delivering a high quality, person-centred service.

It is expected that the workforce should have or develop:

* Experience of working with carers and the people they care for who will have different health and social care needs
* Experience of proactive and innovative ways of providing outcome-focused support
* An understanding of the impact of carers issues and needs
* The ability to work in a sensitive manner taking into account individual circumstances, preferences and the level of needs
* The ability to work creatively and flexibly to meet the needs of carers and the people they care for
* A full understanding of safeguarding issues and procedures and this will include participation in regular training
* An understanding of the organisation’s service requirements and procedures
* An understanding of relevant local social care and health services

# Payments and other contractual arrangements

This is a block contract for 2 years. The Council reserves the right to extend the contract for three periods of up to 12 months, subject to satisfactory performance, funding availability and mutual agreement of the parties.

Payments will be made quarterly in advance.

Full terms and conditions will be included in the service contract.

# Partnership and joint working

The service will establish and develop strong working relationships with key referral and stakeholder agencies.

The service is expected to maintain a good understanding of local services so that it is able to advise and signpost customers to other relevant services in Wokingham Borough to ensure that customers receive the most appropriate support.

# Carers engagement and communication

The provider is expected to promote the service widely across Wokingham Borough using a variety of appropriate methods to ensure that people who may benefit from the service are aware of the service and how to access it.

The provider should also ensure regular and timely communication with carers to keep them informed of the service and in particular any service changes provision.

The service will consult and actively encourage engagement of the carers and other stakeholders to input into the delivery, development and monitoring of the service.

# Values and principles

The provider will:

* Deliver high quality care and support to achieve the aims of the service
* Be sensitive to the needs of carers and their loved ones and non-discriminatory in the delivery of the service
* Be accessible so that it can provide services when needed to all carers
* Promote the safety of customers and that of their carers, staff and the wider public
* Be well co-ordinated between all staff, stakeholders and partners
* Empower and support its staff
* Be properly accountable to its customers and their carers

# Outcomes, targets and monitoring

**Outcome One: Supporting Carers**

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| Outcome | Carers will feel supported by having timely support in an emergency situation to overcome a crisis and have reassurance that their love one will be appropriately cared for. |
| Output | Assessing the needs of the carer and the cared for person and producing contingency/support plans for emergency situations; providing emergency respite when required |
| Measure | * Number of carers accessing the service in an emergency * Response time to an emergency * Number of contingency plans produced and carers’ cards issued * Feedback from carers about impact of service on their wellbeing |
| Strategic Link | *Wokingham Borough Council’s Carers Strategy 2016-2019* |

**Outcome Two: Enabling carers to keep healthy**

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| Outcome | Carers stay well and healthy by being able to access a wide range of health related appointments |
| Output | Booking and provision of respite care if the carer needs non-emergency health related appointments |
| Measure | * Number of carers using respite for health related appointments * Feedback from carers about impact the service has made on their lives. |
| Strategic Link | *Wokingham Borough Council’s Carers Strategy 2016-2019* |

**Service targets:**

This service is expected to meet the following targets each year:

* The service to increase the number of registered carers by at least 5% in the first year and further 10% in the second year
* Each carer to be issued a contingency plan and the carer emergency card within 4 weeks of registering with the service
* Each contingency plan to be reviewed at least once a year or where there has been an identified change in need or risk

**Monitoring:**

The provider will ensure performance returns are submitted quarterly (from commencement of contract) within 14 days after the last date of each quarter period.

The service will be subject to contract monitoring throughout the contract term, the main aim of this being to ensure that the requirements are adhered to. Primarily, this monitoring will involve the following:

* Assessment of strategic relevance to the Council’s strategic priorities
* Service activity and delivery including the number of people who:
* Use this service, over what duration or frequency that person uses this service
* Request access to this service, including those who do not ultimately access, or use this service
* Are held on a waiting list
* Quality of service
* Customer satisfaction
* Reported outcomes
* Assessment of the service’s cost effectiveness and financial stability
* Submission of annual accounts due each October

Contract monitoring will be led by the Strategic Commissioning team and may be carried out in conjunction with service users and stakeholders. An annual contract review meeting will be arranged to discuss service performance and future actions required, if necessary.

# Review of the service specification

This service specification will be reviewed at the request of the provider or Wokingham Borough Council should either party consider that changes are required.

**12. Funding Allocation**

The annual value of this contract is £42,000 per year.