

The Future of Replacement Care

Carers Survey

The Covid-19 pandemic has meant that we have had to look at different ways of offering services to adults with a learning disability.

Replacement care services had previously been reviewed in 2019, but with the coronavirus pandemic affecting how many people can access building-based services at any one time, the county council has explored other options to ensure services can be offered in different ways. Now, we want to look again at these services to understand how they can embrace the changes that have been made, and make sure the services are fit for the future.

Replacement care, commonly referred to as 'Respite' by people who use these services and their carers, give carers of adults with a learning disability a break from their caring role and can be delivered in a residential setting, or can take place in the home.

With this in mind, we would like to hear from you to understand your experience of replacement care and how this could look in the future.

1/ Does the person you care for access replacement care:

Yes

No (please skip to question 3)

2/ Has access to replacement care been impacted by COVID-19?

Yes (Please explain how below)

No

There are many types of replacement care available. We would like to know if you have heard of these services and your experience of them if the person you care for accesses them:

3/ Residential or building-based replacement care:

This is where a person attends a building to be looked after for one or more nights. You may have heard of Douglas Road, Woodland View and Silverbirch; these services would ordinarily be used for residential replacement care in Staffordshire.

3a/ Does the person you care for currently access residential replacement care?

Yes (please answer 3b and 3c before skipping to question 4)

No (please skip to question 3d)

3b/ What do you think works well in terms of the residential replacement care service you currently receive?

3c/ What do you think could be improved and do you have any suggestions for how we could make things better for you/ the person you are caring for?

3d/ Were you previously aware of residential replacement care?

- Yes
- No

3e/ What do you like about the residential model of replacement care?

3f/ What do you think are the difficulties/ challenges of residential replacement care and do you have any suggestions for how we could overcome them?

4/ Home-based replacement care:

This involves somebody coming to your home, essentially bringing the service to you. It is flexible, depending on the needs of the carer and cared for person, and the service can offer a minimum of two hours support to one or more overnight stays. You can use this time to do as you please, e.g. go out for a few hours, go away on holiday or stay at home.

We are seeing an increase in request for home-based replacement care, as people have struggled with the required covid testing and enhanced infection, prevention and control procedures, or are worried about coming into contact with other people.

4a/ Does the person you care for currently access home-based replacement care?

Yes (please answer 4b and 4c before skipping to question 5)

No (please skip to question 4d)

4b/ What do you think works well in terms of the home-based replacement care service you currently receive?

4c/ What do you think needs improving and do you have any suggestions for how we could make things better for you/ the person you are caring for?

4d/ Were you previously aware of home-based replacement care?

Yes

No

4e/ What do you like about the home-based model of replacement care?

4f/ What do you think are the difficulties/ challenges of home-based replacement care and do you have any suggestions for how we could overcome them?

5/ If you were able to take a break from your caring role how would you prefer to do this? (Please tick all that apply)

- | | |
|---|--------------------------|
| A regular break for a few hours | <input type="checkbox"/> |
| An overnight stay | <input type="checkbox"/> |
| A couple of days / nights (e.g. Mon – Wed or Fri - Sun) | <input type="checkbox"/> |
| A week or more | <input type="checkbox"/> |
| A mixture of the above | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |

6/ Which model of replacement care best meets your needs and those of the person you care for? (Please select one option)

- | | |
|---|--------------------------|
| Residential/ bed-based | <input type="checkbox"/> |
| Home-based | <input type="checkbox"/> |
| A mixture of residential and home-based | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |

7/ How would you prefer to book/ schedule replacement care? (Please tick all that apply)

- | | |
|----------------------------------|--------------------------|
| Online | <input type="checkbox"/> |
| Email | <input type="checkbox"/> |
| Telephone | <input type="checkbox"/> |
| App on your smartphone or tablet | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |

8/ What would a good model of replacement care look like for you?

9/ Do you have any other comments or suggestions you would like us to take in to account?

10/ Our aim is to get the views of as many people as possible across Staffordshire. It would be helpful to know which district you live in so that we can monitor this: (Please select one option)

- | | |
|-------------------------|--------------------------|
| Newcastle under Lyme | <input type="checkbox"/> |
| Staffordshire Moorlands | <input type="checkbox"/> |
| East Staffordshire | <input type="checkbox"/> |
| Cannock | <input type="checkbox"/> |
| Lichfield | <input type="checkbox"/> |
| Stafford | <input type="checkbox"/> |
| South Staffordshire | <input type="checkbox"/> |
| Tamworth | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

11/ If would like us to keep you up to date with the outcome of this engagement, please provide your email address or advise as to your preferred contact method and details:

Please return your completed survey by Wednesday 15th September 2021 to:

Via post:

Taryn Poole

All Age Disability & Mental Health Commissioning Team

Staffordshire County Council

Staffordshire Place 1

Tipping Street

Stafford

ST16 2DH

Or via email:

wholelifedisability@staffordshire.gov.uk

If you would prefer to complete and submit the survey online you can find it using the following link: <https://consultation.staffordshire.gov.uk/health-and-care/the-future-of-replacement-care-carers-survey>