

Moor Lane and Croft Cottage Respite Provision - SmartSurvey Feedback Report November 2018

1. Introduction

Achieving for Children (AfC) is, with Kingston Council, currently constructing a new, purpose-built overnight respite facility at the Moor Lane site in Chessington. The building will provide respite care for children and young people, who may have multiple disabilities, complex health needs and challenging behaviour, aged eight to 17 years. The building will have eight bedrooms, two lounges, two kitchens, one accessible kitchen, and secluded outdoor space.

Parents, carers and children and young people were involved in the project in the early stages and the received feedback has helped shape and influence the design of the building. AfC are now at the stage where the service specification for the new centre is being prepared. Suppliers will be invited to bid to deliver overnight short break care from Moor Lane as a single contract which will include the existing Croft Cottage in Richmond. By aligning the two services into a single contract, AfC will be better placed to secure a sustainable future for both facilities.

An online survey to gather views about the proposed service specification for the two centres was developed and was open from the 10 October until the 24 October 2018. The survey sought views and opinions on the type of service AfC intends to offer and asked for feedback on what is crucial to an excellent overnight respite centre. The survey comprised of both scaling and open ended questions. It was emailed directly to all parents/ carers currently receiving respite and was published on AfC's local offer website and additionally included in the SENDspeak newsletter.

This report sets out the findings and results of the survey and intends to provide any key messages which are highlighted through the responses.

Based on the survey results, AfC will review and amend the service specification before it is launched to ensure it has sufficient focus on the areas highlighted as important to parents/ carers and children and young people.

2. Survey Highlights and Key Findings

20 parents/carers responded to the survey compared to approximately 42 children and young people who are currently receiving overnight respite care. Of the respondents, 12 currently use overnight respite care. As a crude percentage therefore, 29% of current users responded to the

survey. Future consideration will be given as to how feedback is captured from parent/carers to ensure maximum engagement and this will be an important factor raised with any commissioned provider to ensure that parents/carers and their children have a fair opportunity to express their views.

Despite the effort to include the child's wishes, the survey responses reveal the difficulty in capturing the views of non verbal children and young people. Going forward, it will be extremely important to emphasise in the service specification that AfC will expect any commissioned provider to clearly outline how they will capture the views of all children and young people placed at a respite centre- whether verbal or non- verbal.

From the 20 respondents who completed the survey, staffing emerged as a key priority throughout as an important aspect to ensure a positive experience for the children and young people. Question 4, which gathered the views of parents/carers in terms of what would be crucial in delivering an excellent overnight short break service, received the majority of the feedback. Staffing featured in 9 of the 15 comments. Parent/carers expressed that it was important for staff to be appropriately trained and highly experienced at supporting children who have special needs and that staffing should be consistent to ensure continuity of care.

Another key theme which emerged from the feedback was the importance of offering suitable activities which take place outside of the respite facility. This would include appropriate and stimulating day trips to the wider community and allowing children to remain with their peer groups/friends, where possible.

Of the 17 respondents, a majority of 14 people agreed to the proposed opening times (50 weeks a year, 5 days a week Thursday - Monday). For those who opposed this, the preference would be for the centre to be open for 365 days or to be offered flexibility of the opening times.

AfC proposed a number of aims and objectives for inclusion in the service specification and asked how important they were. The following statements received 17 out of the 18 votes as being 'Very Important' so are clearly valued most highly:

- To provide a high standard of respite residential/day care for disabled children and young people, aged between 8 and 17 years provided by a team of qualified and experienced staff at Moor Lane and Croft Cottage; and
- To provide a caring, safe and supportive environment based on clear boundaries and structure appropriate to the age of the child and ensuring the child/young person's welfare is paramount at all times.

In addition, in terms of what was considered most important when providing overnight respite care, the majority of respondents highlighted feeling happy, feeling secure and feeling safe. This aligns with the aims and objectives above.

Finally, from the comments received, parents/carers would like to see some more specific aims, objectives and outcomes within the service specification. For example, more specific detail about type of activities and the qualifications and experience of staff.

3. Survey Responses

The survey was conducted between 10- 24 October 2018 and completed by 20 respondents.

As the majority of the questions were open ended and allowed comment, for the purpose of the report and identifying key messages, where there was thematic feedback, these comments have been grouped.

A number in brackets () following a comment, indicates there were multiple responses of a similar view.

Q1. Does your child currently use, or has your child recently (within the last two years) used, overnight respite provision in Kingston or Richmond?			Response %	Response Total
1	Yes		60	12
2	No		40	8
			100	20

Q2. What do you feel are the most important aspects of overnight respite care?					
	Very important	Quite important	Not at all important	No feelings either way	Response Total
Feeling happy	90% (18)	5% (1)	0% (0)	5% (1)	20
Feeling secure	95% (19)	0% (0)	0% (0)	5% (1)	20
Feeling safe	95% (19)	0% (0)	0% (0)	5% (1)	20
Having fun	75% (15)	20% (4)	0% (0)	5% (1)	20
A stimulating experience	60% (12)	35% (7)	0% (0)	5% (1)	20
Having independence	45%	40%	5%	10%	20

	(9)	(8)	(1)	(2)	
Being with friends	55% (11)	30% (6)	0% (0)	15% (3)	20
Doing a favourite activity	60% (12)	35% (7)	0% (0)	5% (1)	20
Facilities/equipment	60% (12)	35% (7)	0% (0)	5% (1)	20
Making own decisions	45% (9)	30% (6)	5% (1)	20% (4)	20

Q3. Please ask your child, if possible, what they think is important for children and young people who might be having an overnight respite break

- Total number of responses - 15
- Of the 15 responses, 9 parents/carers stated that the child was non-verbal and unable to express their views.
- Of the other 6 responses, comments included:
 - Having a fun time
 - Opportunity to be with friends and try new activities
 - Feel safe
 - Having needs met
 - Being listened to
 - Having positive interactions with peers and wider community
 - Understand routine and be adaptable with needs
 - Do many activities

Q4. Are there any other aspects which you consider crucial to delivering an excellent overnight short break care service?		Response %	Response Total
1	Yes	75	15
2	No	25	5
		100	20

If yes, please specify:

Staffing

- Consistent staffing to ensure continuity of care and familiarity with the child (4).
- Efficient and caring staff who will remain awake.
- Staff who treat the children appropriately and have a 'home from home' ethos.
- On site medical staff.

- Staff who are highly trained and have experience of high complex needs (5).
- Night staff to be trained in dealing with seizures/waking/behaviour and care needs.
- Good child to staff ratio.

Day to Day Running and Activities

- Suitable trips outside and to the wider community (5).
- Choices to be based on the child's individual needs.
- A good range of suitable, stimulating activities (2).
- Structured days (routine).
- Making healthy meals.

Building and Facilities

- Different facilities that suit different children.
- Access to appropriate equipment to meet the health and care needs (e.g. appropriate beds, moving and handling equipment, washing and toileting).
- Monitoring equipment for night time epilepsy and safety i.e. cameras/monitors (2).
- Transport for going out and to/from respite facility.
- Attractive environment, nice facilities (2).
- Inviting and suitably decorated room.
- Opportunity for the child to decorate their own room.

General

- It is crucial parents feel happy leaving their child in the care of the service and it is not used because there are no other options available to them.
- My child to be safe and secure and learns to be independent.
- Good communication between the home/respite centre (2).
- Detailed written handovers are key as many children are non verbal or cannot fully report back.
- Careful preparation for the first stay, including home visit to meet the child; providing photos of the centre/visual story; details of staff on site, including photos; clear information about what activities they will participate in; short introductory meeting, to see the centre, meet staff and taking part in an activity.

Q5. What have been your positive experiences of overnight respite care for your child?

- Total number of responses - 19
- Of the 19 responses, 2 parent/carers commented 'n/a'
- Other comments included:
 - My child is happy, safe and calm (3)

- Being able to recharge our batteries (2)
- Being assured my child is being cared for by well trained, efficient, consistent staff who understand my child's needs (5)
- The staff go the extra mile e.g drawing pictures, talking different languages
- I am calm and confident knowing my child is having fun
- The centre look out for the needs of my child
- Well ran centre
- Familiar team
- Variety of activities provided (2)
- Good reporting and communication

Q6. If your child has been on an overnight respite break, please ask them, if possible, what they enjoyed or liked

- Total number of responses - 14
- Of the 14 responses, 8 parent/carers stated that the child was non-verbal or that their answer was "n/a"
- Of the other 6 responses, comments included:
 - Liked the company and attention.
 - Like the small facility and 'home from home' feeling.
 - All the different things to do with friends.
 - Lovely staff who understand me and make me feel safe.
 - Trips out and outdoor activities (3).
 - The park.
 - Having a shower.
 - Interaction with the staff.

Q7. What have been your less positive experiences of overnight respite care for your child?

- Total number of responses - 19
- Of the 19 responses, 6 parent/carers stated "n/a" or "none"
- Of the other 13 responses, comments included:
 - Being confined with no access to outside space.
 - Clothes were ruined, but no big deal.
 - Staff ratio (2).
 - Poor feedback and communication (3).
 - Last minute changes to planned timetables.

- Inexperienced staff (2).
- Inconsistent staff.
- No overnight respite.
- Difficulties in communicating with my child.
- My child waking early and having to wait for staff to start the day.
- Not enough stimulation and therefore gets bored and aggressive and misses his mum.
- Lack of clear planning/organisation of activities, particularly with children with ASD.
- Introductions to junk food.
- Accidents or incidents when child has not been watched.

Q8. If your child has been on an overnight respite break, please ask them, if possible, if there has been anything they have not liked

- Total number of responses - 14
- Of the 14 responses, 7 parent/carers stated that the child was “non-verbal”, 3 answered “n/a”
- Of the other 4 responses, comments included:
 - Noise of aeroplanes and screaming children.
 - Can be boring at times with some staff.
 - Missed mum.
 - Doesn’t like not being understood, ignored or left to his own devices.

Q9. We have developed proposed aims and objectives for the service as set out below. How would you rate the importance of these?

	Very important	Quite important	Not at all important	No feelings either way	Response Total
To provide a high standard of respite residential/day care for disabled children and young people, aged between 8 and 17 years provided by a team of qualified and experienced staff at Moor lane and Croft Cottage	94.4% (17)	0% (0)	0% (0)	5.6% (1)	18
To create a warm family-type environment where children and young people are encouraged and supported to have fun, try new	88.9% (16)	5.6% (1)	0% (0)	5.6% (1)	18

things, to develop their daily living skills.					
To take a holistic view of the child/young person's needs and meet these within an agreed framework by working in partnership with the young person, their parents and their professional network.	77.8% (14)	16.7% (3)	0% (0)	5.6% (1)	18
To provide an excellent respite service within the legislative framework and standards issued by Ofsted and CQC as required.	72.2% (13)	22.2% (4)	0% (0)	5.6% (1)	18
To provide a caring, safe and supportive environment based on clear boundaries and structure appropriate to the age of the child and ensuring the child/young person's welfare is paramount at all times.	94.4% (17)	0% (0)	0% (0)	5.6% (1)	18
To involve the child/young person in assessing their progress and to assist in working through any difficulties they may have encountered at home, school or any other setting.	66.7% (12)	16.7% (3)	5.6% (1)	11.1% (2)	18
To provide opportunities for the child/young person to develop their full potential by encouraging aspiration and providing enjoyable and purposeful activities within Moor Lane and in the local community.	72.2% (13)	22.2% (4)	0% (0)	5.6% (1)	18
To provide children, young people and families the opportunity to develop participation and engagement opportunities that will encourage independence and personal development.	66.7% (12)	22.2% (4)	5.6% (1)	5.6% (1)	18
To provide children, young people and families information and advice on, and the opportunity to access, other services provided by the Integrated Service for Children with	55.6% (10)	33.3% (6)	0% (0)	11.1% (2)	18



Disabilities and within the wider community.					
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Q10. Are there any other aims and objectives you would like to see included?

- Some of the points above are only suitable for some children (e.g. independence).
- The child’s voice is central to all aspects of this service. The child should be involved in planning their activities, learning and sharing feedback.
- Allowing children and young people to stay close to home and benefit from respite in their local community.
- What is the severity of disabilities for access this service? Do you actually know? I don’t think so. Lots of tick box waffle in this survey. Shocking.
- None of the aims and objectives are specific! It should be a basic prerequisite of a respite facility to provide an excellent friendly safe, fun, holistic setting! None of the above actually state anything about how and what the aims will achieve. It’s a load of waffle!
- Make sure child is happy and has a good experience so parents don’t have to worry.



Q11. We have developed proposed outcomes for the service as set out below. How would you rate the importance of these?

	Very important	Quite important	Not at all important	No feelings either way	Response Total
The children and young people will be enabled to make their own choices.	44.4% (8)	44.4% (8)	5.6% (1)	5.6% (1)	18
Their confidence grows to allow them to achieve their full potential.	77.8% (14)	11.1% (2)	0.0% (0)	11.1% (2)	18
Through their achievements they raise the expectations for the future for themselves and for their family	55.6% (10)	27.8% (5)	0.0% (0)	16.7% (3)	18
The children and young people will be supported to achieve outcomes through following careful planning and support to reach set targets	72.2% (13)	11.1% (2)	5.6% (1)	11.1% (2)	18

Q12. Are there any other outcomes you would like to see included?		Response %	Response Total
1	Yes 	38.89%	7
2	No 	61.11%	11
		100	17

If yes, please specify:

- This is an overnight respite not a school - so outcomes not really relevant. Having fun and being comfortable and happy are much better targets for the children.
- More information on the night provision, including (but not limited to): no. of children staying per night, including profiles; staff ratio; no. of nights per child and how these are split.
- Staffing: ratio of staff to children, qualifications, experience and skills of staff (e.g. communication skills - PECS, nursing, skills - e.g. peg feeding, toileting / menstruation management, behaviour management and restraint skills, manual handling skills - hoists, play and social skill facilitation skills etc), staff consistency.
- Detail of equipment and facilities required.
- Activities available for children to do - structure vs free play, individual or group, nature of activities (e.g music, outdoors, messy).
- This is going to be child dependent - not every child can make choices or be involved.
- Child returns home content. Providing enough respite to allow families to stay together.
- The children will increase their independence and feel confident staying away from home
- Teaching them independence confidence by praising, encouraging helping with many aspect of life.

13. The proposal is for the provision to be open 50 weeks a year for five days a week (closed on Tuesdays and Wednesdays), apart from during school holidays when it will be open seven days a week. This will be the same at Moor Lane and at Croft Cottage. Do you agree with these proposed opening times?		Response %	Response Total
1	Yes 	82.35%	14
2	No 	17.65%	3
		100	17

If no, please explain:

- We were able to go away for a week earlier in the year and this was only possible because of respite being there for our daughter to go during the whole school week. Only having it for extended weekends is silly - it needs to be flexible at least.
- This isn't a question. If funding cannot allow 365 days a year opening, would parents prefer the facility to be open 5 days a week, 3 weeks a month, 9 months a year? Ect etc. That's a question.

- Respite facilities should be able to cater for emergency situations.

Q14. Do you have any other comments to inform the service specification?

Total number of responses: 6:

- To ensure emergency cover can be provided at two centres 7 nights a week to provide consistency of care for children in a familiar environment.
- Someone at AfC really needs to take control of learning about overnight respite and the questions required to glean answers for a writing successful spec (stands for SPECIFICS) before creating a survey which wastes everyone's time. This is so depressing and worrying.
- Yes. Is there going to be a full consultation on the details of the service specification to parents and carers? There is no specific information here on how the facility intends to meet the needs, who it is meeting the needs for.
- To make sure those poor children can get comfortable fresh happy accommodation and care they deserve in the already disadvantaged life.

Q15. Please ask your child, if possible, if there are any other comments they would like to make, and tell us below:

- Total number of responses: 7
- Of the 7 responses, 5 parent/carers stated that the child was "non-verbal", 1 answered "no":
 - Make sure staff are smiling and praising good efforts all the time.
 - To have nice outings to make us happy and looking forwards stay in respite care.