

# Sheffield Short-Term Care for Older People Strategy Engagement Report – September 2020

## 1 Introduction

There are a number of joint pieces of work across health and social care that are looking at short term care, the main one being Intermediate Care which is looking at re-ablement, therapy and assessment both for hospital discharge and admission avoidance. This strategy is focused on developing both strategic aims and a model for social short-term care options in Sheffield.

The draft Sheffield Short-Term Care for Older People Strategy has been influenced by national guidance and best practice as well as through feedback from people who use short-term care, their carers, volunteers and professionals who support people to access short-term care both health and social care.

This engagement report sets out:

- the activity undertaken to engage with the people about the draft Sheffield Short-Term Care for Older People Strategy
- an analysis of the responses received

Part of the purpose of this engagement was to also ensure that the voices of people utilising short-term care options are heard and used to develop the actions plans that will drive the delivery of the Strategy once it is agreed.

Engagement began on 22 July 2020 and ran until 25 September 2020.

## 2 Purpose

The purpose of the engagement was to:

- Raise awareness of the draft Strategy
- Identify any areas that are missing
- Identify any potential barriers to delivery of the Strategy and look for possible solutions to overcome them
- Set priorities for delivery in the first two years of the Strategy

## 3 Objectives

- To facilitate genuine and meaningful engagement with individuals who use short-term care, unpaid carers, families, the public and professionals.

- To target people and families who are directly accessing short-term care whilst encouraging the wider public to contribute.
- To ensure engagement with all sectors of our communities, including groups traditionally classed as 'hard to reach' or 'seldom heard'.
- To generate discussion and feedback from stakeholders to help inform the final Strategy.

## 4 Target Audiences

The engagement focused on those who had experience of short-term care from various viewpoints depending on their role. These were namely the individuals using short term care, their carers and family, as well as professionals involved in their care. We also wanted to ensure that other people were able to have their say and the consultation was tailored to be accessible to all audiences.

## 5 Methods

The following is an overview of the methods and activities undertaken for the engagement.

A survey was produced to allow feedback. The survey was available online through Citizenspace, along with a printable paper copy, and was promoted through various networks. Specific promotion of the consultation was sent to people who have purchased short term care through their personal budgets. A printable copy of the consultation can be found in Appendix 1.

The consultation was distributed through networks to reach a wider audience. This included printable versions of the consultation distributed to all Sheffield Older People Care Homes, as well as the information being sent to community organisations that work with communities that may be hard to reach. Full details of all engagement activity and distribution can be found in the Engagement Activity Tracker in Appendix 2

A dedicated section on Sheffield City Councils (SCC) Citizenspace portal acted as the central hub for all information relating to the engagement, a vital link for people to find out what's happening, how they can get involved and have their say.

Social media accounts of partner organisations were used to support the process. This reach was further extended by targeting other organisations' social media channels.

The large workforces internally to SCC Adult Social Care and partner organisation were targeted through staff communications. This served to raise awareness of the draft Strategy for them as professionals, but also as individuals who may be affected. A full plan of the activities, groups and distribution channels used by the partner agencies are detailed in Appendix 2.

The engagement plan was developed in collaboration with the Equalities and Involvement Officer for Adults Social Care.

## 5 Feedback

### 5.1 Responses

Fifty-three (53) were received on total to the engagement activity. All responses were received from surveys.

Respondents were asked which of the following categories they were responding as.

Option	Total	Percent
Unpaid carer	18	33.96%
Someone who may personally use short-term care	0	0.00%
Social care worker	23	43.40%
Other (Please state):	12	22.64%
Not Answered	0	0.00%

Other roles that respondents identified as included:

Other (Please state):	Total
Care Provider	6
Occupational Therapist	3
Unpaid carer	2
Social care worker	2

Twenty-five (25) respondents also shared their contact details so that they can continue to be involved in the development of the short-term care strategy and

model of provision. Once the Short-Term Care Strategy has been formally signed off, these people will be contacted to thank them for their involvement, with a link to the final document, and details of where public engagement has influenced the Strategy and Model development.

The qualitative feedback received has been Each question was designed to allow the feedback to influence specific aspects of the strategy and has been analysed and themed. The purpose and themes of each question are highlighted below.

**Question: Please list the three most important factors for you when considering short-term care. For example, availability, reliability, quality of service, convenience, flexibility.**

This question was designed to identify what is immediately important to people when considering Short Term Care.

There were 53 responses to this part of the question:

Row Labels	1st	2nd	3rd
<b>Quality</b>	19	19	19
<b>Availability</b>	15	15	13
<b>Person-centred</b>	6	6	6
<b>Flexibility</b>	4	4	4
<b>Availability</b>	3	3	3
<b>Accessibility</b>	2	2	2
<b>Reliability</b>	1	1	1
<b>Location</b>	1	1	1
<b>Availability</b>	1	1	1

**Question: Do you agree with these aims?**

A list of draft aims for the strategy that had been developed on previous comment and work on short term care were presented. This question sought to understand if these were appropriate, and representative of the persons own views.

There were 53 responses to this part of the question.

Option	Total	Percent
<b>Yes completely</b>	45	84.91%

<b>Yes partly</b>	8	15.09%
<b>No</b>	0	0.00%
<b>Not Answered</b>	0	0.00%

**Question: Is there anything that should be added or not included?**

**Please comment below:**

This question provided the opportunity to make suggestions for aims to be included or changed on the presented list.

There were 29 responses to this part of the question.

- Easy access emergency/rapid access to short-term care.
- Personalised care.
- Build familiarity with the provider prior to the short-term care option being undertaken.
- More carers for Shared Lives.
- Own home in range of settings.
- Move away from the person having to move.
- Prevent unnecessary moves.
- Independence and dignity.
- Enhanced support.
- Straight forward booking system that is up to date.
- Bed based not only option, develop flexible community response.
- Current services improved and not reduced.
- Day care service attached to care homes.
- Autonomy for the person.
- Financial assistance for carer.
- Choice of good quality care.
- Care companies feel that the work to reward ratio is unbalanced.
- Any costs are reasonable.

**Question: Have you had a positive experience of short-term care?**

**Please tell us about this here:**

This question aimed to identify the positive aspects of the current model of short-term care provision.

There were 38 responses to this part of the question.

- Availability and Information are key.
- Respite in own home. Regular carers where relationship has been formed.
- Positive experiences of particular care homes.
- The view of the model of short-term care for people with a learning disability seemed positive.
- Short-term care can be a good way of introducing the idea of longer-term care
- Use of the Short Term Intervention Team in an emergency
- Pre booked in care homes, give feeling of consistency
- Responsive care
- Bed based and enhanced community service
- Manage amongst family
- Before Covid there were experiences of using many care homes
- Respite care
- Domiciliary care has stepped in, but the reward has been small.
- Gives peace of mind
- Importance of information on the person for the carers
- Book in advance
- Care homes go out of way to make possible
- Appropriate communication methods

**6: If you have had a negative experience, or if there is anything you would change about short-term care, please tell us about it here:**

This question aimed to identify the negative aspects of the current model of short-term care provision and potential areas for improvement.

There were 34 responses to this part of the question.

- Not knowing availability.
- Not having current support information or having to redo or arrange at short notice.
- Emergency respite not near family.
- Lack of Care Home Management cover out of hours or on weekends to make decisions.
- No interaction from home carer.
- Home care support team provided has been inconsistent.
- Limited choice and flexibility.
- Transport issues.
- None residential options only tend to be Monday to Friday, 9:00 am to 5:00 pm
- Short Term Care effect in residential settings (people go on to Long term – deskill/deteriorate).
- Too traditional experience of a care home stays and quality of care issues.
- Hard to pre book.
- Lengthy process to book.
- Dementia requirement criteria for acceptance in some care home excludes others
- Lack of resources for creativity
- Restricted to minimum Length of Stays of a week. More attention to shorter periods.
- Fear of Covid.
- Short-term care breaks the routine for people with Dementia.
- People's expectations of short-term care can be unrealistic.
- More reasonably priced short-term care options.
- Honest feedback to families required.
- Lack of communication methods.
- Not been offered, don't know how to access
- Resisting respite care due to covid and unknown
- Crisis – Ring arounds and the person's needs, and cost ratio can mean delays.

### Question: Have you heard of Home Care?

The following set of questions sought to identify people's awareness of wider short-term care options that are under utilised.

There were 53 responses to this part of the question.

Option	Total	Percent
Yes	45	84.91%
No	6	11.32%
Not sure	2	3.77%
Not Answered	0	0.00%

### If yes, have you used Home Care for short-term care?

There were 47 responses to this part of the question.

Option	Total	Percent
Yes	20	37.74%
No	26	49.06%
Not sure	1	1.89%
Not Answered	6	11.32%

### Have you heard of Shared Lives?

There were 53 responses to this part of the question.

Option	Total	Percent
Yes	38	71.70%
No	12	22.64%
Not sure	3	5.66%
Not Answered	0	0.00%

### If yes, have you used Shared Lives for short-term care?

There were 43 responses to this part of the question.

Option	Total	Percent
Yes	5	9.43%
No	38	71.70%
Not sure	0	0.00%
Not Answered	10	18.87%



## Have you heard of Supported Holidays?

There were 53 responses to this part of the question.

Option	Total	Percent
Yes	19	35.85%
No	30	56.60%
Not sure	4	7.55%
Not Answered	0	0.00%

## If yes, have you used Supported Holidays for short-term care?

There were 37 responses to this part of the question.

Option	Total	Percent
Yes	6	11.32%
No	31	58.49%
Not sure	0	0.00%
Not Answered	16	30.19%

## Question: Please rank the following in order of importance from 1 to 8 - where 1 is most important to you and 8 is least important to you:

This question sought to identify where to focus commissioning activities to better achieve the strategic aims.

Item	Ranking
Confidence in the quality of care provided	6.06
Access to short-term care at different times of the day / week	5.17
Access to short-term care of different types and in different settings	5.00
Flexibility about when short-term care is arranged	4.51
Option for the carer to have a break and the cared for person to stay in their home	3.85
Choice in length of break	3.58
Option to pre-book short-term care and plan ahead	3.45
Option for the carer to have a break with the cared for person	2.34

**Question: Could you tell us about any other types of short-term care you know about that works well?**

This question provided the opportunity to understand aspects of short-term care that people found useful, and that could potentially be built in to existing short-term care opportunities.

There were 29 responses to this part of the question.

- Shared Lives .
- Emergency Respite.
- Regular Daycare.
- Nursing care at home.
- Men in Sheds (Age UK).
- Sitting service/befriending.
- STIT/Active Recovery.
- Using vacancies in models such as Intermediate care.
- Limited & expensive.
- Planned care at persons' home.
- Night care/waking nights.
- Regular respite.
- All day care – in a care home.
- Respite voucher for short term care.
- Care home break for some.
- Live in carer support.
- Good Quality hotel that provides excellent care.
- An option for BSL users.

**Question: Could you tell us about any ideas you have for short-term care that would improve what is available in Sheffield?**

**We're interested in creative thinking - for example, things like a supported spa break, a hotel stay with support on hand or other imaginative ideas.**

This question provided the opportunity to suggest other forms of short-term care that people were aware of that might help to create and develop the short-term care market in both variety and capacity.

There were 31 responses to this part of the question.

- Supported Living or similar (something more like the persons own home).
- Informal support for shopping/appointments.
- Hotel or care home on the coast.
- Supported spa breaks/hotels.
- Luxurious care homes & Gardens for breaks.
- Day care with pick up/ drop off for longer periods in the morning and evening would aid carers in their own employments.
- More trips to accessible safe spaces like Chatsworth or Garden projects.
- Direct payments are a useful means for enabling creativity around a break. we could use a simple formula which looked at the amount and type of informal care being provided and convert that into a cash value to fund a break-if the cared for person then decided to top that up to fund a supported spa break that would be a reasonable use of public finance and give the informal carer a break. It could also fund home care to replace the informal support while the informal carer goes on holiday and the cared for person remains in a familiar setting.
- Personalised breaks designed on the persons communicated dreams.
- Stop flexing no of intermediate care beds, have static numbers that could be used for respite when not full and it incorporates an assessment of the persons needs.
- Caravan at the coast for person and carer/Mobile home.
- Information: Website with what is available.
- Small teams of set support staff for local neighborhoods/bubbles/microbusinesses.
- Overnight holidays/activity holidays.
- Quality care, easy accessible flexible, enhanced if needed.
- Accommodation that caters to the persons specific interests/similar interest groups.
- Council holiday homes such as previously with Ash house & Sidden Hope (Matlock).
- Hotels that can access carers in their locality.
- Social environments and activities.
- Activity orientated breaks like fishing or theatre.
- Bed based. Manager with authority to take admissions.
- Use intermediate care bed when not in use for emergencies.

## **Appendix 1 – Short Term Care Consultation Questions**

### Short Term Care

The information from this questionnaire will be used to help Sheffield City Council produce a Short Term Care Strategy for Older People. Why is this important? The strategy will help change and improve short term care options across the city.

Short term care is aimed at supporting a person on a temporary basis. There are various reasons why short term care might be needed. This could be to provide a solution during an emergency, (for example when a carer is admitted to hospital); or planned and booked in advance to provide a carer with a break, (for example, through respite in a care home).

This questionnaire is primarily for unpaid carers, social care workers, and anyone using short term care, to complete.

(It is entirely anonymous – however if you would like to speak with someone about your answers in more detail then you can provide your contact details at the end of the questionnaire)

#### **What is your role?**

Please select your role(s) from the options below, i.e. from what perspective you are completing this questionnaire. (You might have more than one perspective).

Unpaid carer:	Yes or No
Social care worker:	Yes or No
Someone who may personally use short term care:	Yes or No
Other (Please state):	

### 1) Aims of the strategy

Based on previous feedback from work around this area we are proposing to put in place a short term care strategy that:

- Offers carers a break from their caring role.
- Allows carers to pre-book support so they can plan ahead.
- Offers both carers and cared-for people a range of options for more personalised breaks.
- Offers responsive support to the cared-for person and family at a time of need.
- Offers short term overnight support in a range of settings.

Do you agree with these aims?

Yes completely

Yes partly

No

Is there anything that should be added or not included? Please comment below:

### 2) How things work now

The current model of short term care includes:

- Pre-bookable respite in a residential care home
- Pre-planned short term care usually in a residential care home
- Emergency care beds used in a crisis situation.

In addition to this people who receive direct payments to manage their support needs may also purchase short term care independently.

Please list three factors that are important to you when considering short term care., e.g. availability, reliability, quality of service, convenience, flexibility

1)

2)

3)

### **3) Your experience of short term care**

Have you had a positive experience of short term care? Please tell us about this?

Is there anything that you would change about short term care?

### **4) Availability**

Please rank the following in order of importance from 1 to 8 where 1 is most important to you and 8 is least important to you

Access to short term care of different types and in different settings:

Access to short term care at different times of the day / week:

The option for the carer to have a break with the cared for person:

The option for the carer to have a break and the cared for person to stay in their home

A choice in length of break:

Flexibility over when short term care is arranged:

Confidence in the quality of care provided:

The option to pre-book short term care and plan ahead:

## 5) Alternatives

In addition to short term care such as planned and emergency respite, other options have been accessed such as;

Have you heard of any of the following?

Home care – Provided by a care company, home care is flexible and can be provided from one hour to several a day. Live-in carers can also be provided. This can be for temporary (for a few weeks) or longer term if required. For more information see the link below.

<https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/homecare/>

Yes or No

Shared Lives – The schemes match someone who needs care with an approved carer. The carer shares their family and community life, and gives care and support to the person with care needs. For more information see the link below.

<https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/shared-lives-schemes/>

Yes or No

Supported holidays – Holidays for the family that are supported by a care company specialising in holidays and travel. For more information see the link below.

<https://www.alzheimers.org.uk/get-support/staying-independent/holidays-travelling-other-resources>

Yes or No

## **6) Suggestions**

Could you please (excluding short term care such as planned and emergency respite):

Tell us about any other types of short term care you know about that works well?

Tell us about any ideas you have for short term care that would improve what is available in Sheffield? For example a supported spa break, or a hotel stay with support on hand?

Please comment below:

This survey has been set up for people to respond anonymously. The subject discussed can be personal and we hope to encourage free and honest responses. If you have a query, please leave your details if you wish, and we'll get in touch.

Name:

Email:

Telephone Number:

Your Query:



**Appendix 2 - Engagement Activity Tracker**

<b>Sheffield Short-Term Care for Older People Strategy Engagement Activity Plan</b>			
<b>Who</b>	<b>Action</b>	<b>When</b>	<b>Activity</b>
<b>Preparation</b>			
Commissioning	Sign off draft strategy	10-Jun-20	Actioned
Commissioning & Equalities and Involvement	Agree content and questions	02-Jul-20	Actioned
Equalities and Involvement	Set up Citizenspace page. Consultation opened.	22-Jul-20	Actioned
Commissioning	Write letter for targeted promotion	31-Jul-20	Actioned
Commissioning	Write promotional material to support distribution	21-Jul-20	Actioned
<b>Preparation Communication Activity</b>			
Commissioning	Apply consultation link to email signatures	22-Jul-20	Actioned
Commissioning & Business Support	Send letters to people with Direct payments who have purchased STC	04-Aug-20	Actioned
Commissioning	Promoted link to consultation on social media channels	22-Jul-20	Actioned
Sheffield City Council People Portfolio	Link and promotion notice included on internal newsletter of the portfolio	22-Jul-20	Actioned
<b>Engagement Activity</b>			
SheffCare	Link to consultation and promotional notice sent for SheffCare to promote in service	22-Jul-20	Actioned
Sheffield Carers Centre	Link to consultation and promotional notice sent for the Carers Centre to promote in service. Link shared through social media channels and through newsletter.	22-Jul-20	Actioned

Sheffield Care Homes	Link to consultation and promotional notice sent for the individual care homes to promote in service.	23-Jul-20	Actioned
Sheffield Care Home Managers Forum	Contacted the forum lead to ask to promote the consultation in their managers forum and back up the previous email.	23-Jul-20	Actioned
Shared Lives	Shared Lives lead contacted. Link and promotional notice sent for this to be distributed through the Shared Lives Network.	22-Jul-20	Actioned
Healthwatch	Link to consultation and promotional notice sent for Healthwatch to promote through their communications.	22-Jul-20	Actioned
Age UK	Link to consultation sent for AgeUK to promote through their Dementia News.	31-Jul-20	Actioned
Disability Sheffield	Link to consultation and promotional notice sent for Disability Sheffield to promote through their communications.	03-Aug-20	Actioned
Adult Social Care First Contact	Link to consultation and promotional notice sent to the head of service to promote through their communication channels. Also tabled for discussion at Senior Management Team	22-Jul-20	Actioned
Adult Social Care Localities	Link to consultation and promotional notice sent to the head of service to promote through their communication channels. Also tabled for discussion at Senior Management Team	22-Jul-20	Actioned
Commissioning and Contracts	Link to consultation and promotional notice sent internally to promote through their communications.	22-Jul-20	Actioned
All the above	Repromoted	03-Sep-20	Actioned
Heads of Service and Cabinet Members	Link to consultation and promotional notice sent internally for awareness and to promote through their communications.	28-Jul-20	Actioned

<b>Analysis</b>			
Engagement Close		25-Sep-20	Complete
Collate Feedback		30-Sep-20	Actioned
Theme Analysis		09-Oct-20	Actioned
Engagement Feedback Infographic	Distributed	20-Oct-20	Actioned
Model Review Feedback Open		04-Dec-20	Actioned
Model Review Feedback Closed		18-Dec-20	Complete
Engagement Report	Report	18-Dec-20	Complete