

# Short term care for older people model proposal

November 2020

## What matters to you?

Based on the review of the current model and feedback from consultation, you've told us that the following statements are essential to the short-term care model for Sheffield.

<b>All short-term care options need to provide;</b>	<b>Do we have this?</b>
A break for carers from their caring role.	Yes
A range of options for more personalised breaks that fulfil both the aims of the main carer and the cared for person.	Some of
Support options that are available and responsive to the cared-for person and family at a time of need.	Some of
Options that provide opportunities to build familiarity of care providers and the cared for person.	Some of
<b>Some short-term care options should be available with;</b>	
Pre-bookable support for carers to enable them to make plans.	Some of
Short term overnight support in a range of settings.	Some of
Sufficient availability of urgent and rapid access short term care options.	No
<b>The whole short-term care model requires;</b>	
Information on the availability and quality of short-term care options that is widely accessible and understandable.	No

Proposal	For who?	What does it achieve?
Urgent Short-Term Care	People in need of urgent support	<ul style="list-style-type: none"> <li>• Support options that are available and responsive when in need.</li> <li>• Short term overnight support in a range of settings.</li> <li>• Sufficient availability of urgent and rapid access options.</li> </ul>
Care at home and Overnight Stay options  &  Day opportunities	People who use short term care to support them	<ul style="list-style-type: none"> <li>• A range of options for more personalised breaks.</li> <li>• Short term overnight support in a range of settings.</li> <li>• Options to build familiarity with a range of providers.</li> <li>• Pre-bookable options.</li> </ul>
Information access	Everyone	<ul style="list-style-type: none"> <li>• Information on availability and quality of short-term care options.</li> </ul>

## But what does it mean?

Urgent Short-Term Care	Possible Solutions
<ul style="list-style-type: none"><li>• Short term care availability that can respond rapidly in urgent situations.</li><li>• Part of the provision should be focussed on people living at home.</li><li>• The other part of this provision of short-term care is to ensure there is an overnight stay element for urgent situations.</li><li>• Both urgent care at home and overnight stay short term care options should be available for all older adults.</li><li>• Availability should be publicised and easily accessible.</li><li>• In urgent unplanned short-term care situations responses should be swift to resolve the situation for the person.</li><li>• Urgent overnight stay options should be local to the person and their main carer.</li><li>• Short term care options that are available for urgent situations should be supported by a multi-agency approach to ensure they can commit to supporting the person.</li></ul>	<ul style="list-style-type: none"><li>• Revisit existing urgent support bed contracts, reviewing use and flexibility. Extend availability to all older adults (inclusive of people without dementia, or with nursing needs).</li><li>• Look to include more care homes making use of unoccupied capacity (inclusive of opportunities under other contract arrangements such as intermediate care).</li><li>• Identify and support all interested care homes with appropriate dementia training to make these more accessible.</li><li>• Wrap around team linking in with the local authority, GP's, health professionals and community organisations to avert crisis.</li><li>• Rapid response home support team or mobile respite team (New South Wales)</li><li>• Explore the opportunities with home support providers.</li></ul>

**Care at home and Overnight Stay options**

- Flexibility for the main carer and cared for person to explore their own short-term care options that meet their own outcomes and can be purchased through council arrangements or individual purchase arrangements.

**Care at home**

- Short term care opportunities that take a person-centred approach, which can meet the care and support needs, interests, and individual outcomes of the cared for person and their main carer.
- Support periods not determined by time and task approach, but by the desired outcomes of the cared for person and their main carer.
- Quality provision based on developed relationships between the cared for person and their care and support team to ensure positive social connections.
- Provision available to ensure both daytime and overnight short-term care and support.

**Overnight Stay**

- Short term overnight stays options to provide options for people with diverse care and support needs.
- A range of options delivering different short-term care experiences, both in and out of the city.
- Flexibility in the length of time that short term care is bookable for inclusive of short weekend stays to longer

**Possible Solutions**

- Explore methods that provide alternative purchasing arrangements such as respite card and payment systems.
- Support providers to adopt more person centred recruitment and matching practices.
- Increase variety of venues and capacity within the short-term care market for pre-bookable options that could explore hotel or increased hospitality offers within care homes, extra care housing or supported living environments.
- Consider concepts such as Community Care Co-operatives (Wales), which may increase personalised approaches and build resilience in the care market and afford additional individual purchase of more time from familiar carers.
- Explore visibility and use of opportunities such as shared lives, Live in carer support, or HomeShare and other options not routinely utilised. Could these be extended to include an emergency option?

<p>periods.</p> <ul style="list-style-type: none"> <li>• Good quality services that provide a range of positive experiences.</li> <li>• Sufficient capacity to meet urgent requests.</li> </ul>	
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<b>Day Opportunities</b>	<b>Possible Solutions</b>
<ul style="list-style-type: none"> <li>• Day opportunities that provide a range of availability across the full day inclusive of early mornings and evenings.</li> <li>• Opportunities that take a person-centred approach to delivering on individual outcomes of the cared for person, or the main carer/cared for person relationship.</li> <li>• Options which are flexible in their delivery of short-term care for the cared for person, the main carer, or a wider group of people with similar interests.</li> <li>• A range of day opportunities which are deliverable in fixed settings, in a person's own home or in the community.</li> </ul>	<ul style="list-style-type: none"> <li>• Seek to develop and contract options that add social value through more flexible operating times.</li> <li>• Consider engaging community businesses to explore their opportunities or the development of a "Short Breaks Fund" or "Respiteability" approach (Scotland).</li> <li>• Challenge existing options to explore how they could offer an alternative to their provision and require a developing plan on future development and inclusion.</li> <li>• Develop a range of providers who can provide company for people with and without care with flexible durations to aid in breaks that could be between an hour to a half day.</li> </ul>

Information Access	Possible Solutions
<ul style="list-style-type: none"> <li>• Access to an information hosting/booking solution that reflects the accurate availability of different types of short-term care options be it a day opportunity or an overnight stay. This would enable people to arrange short-term care themselves, but also allow for others to arrange this on their behalf.</li> <li>• This information should be easily accessible for both social care workers, and the public.</li> <li>• This should be inclusive of any short-term care options both locally and nationally.</li> <li>• This should be open to new submissions for inclusion on a flexible basis.</li> <li>• The quality of short-term care options should be actively promoted to provide reassurance in the services available.</li> <li>• Terminology when considering short term care options should be consistent to avoid varying expectations of options.</li> <li>• Information on the quality of services should be presented in a consistent manner with existing ratings.</li> <li>• Feedback on personal experience of options should also be promoted.</li> </ul>	<ul style="list-style-type: none"> <li>• Explore systems such as Short Break Bureau, an Online Short Break Information Service (Scotland), which would help people to plan and book short term care in advance.</li> <li>• Consider review of systems such as "www.careopinion.org.uk" or collaborate with organisations such as Healthwatch over "Rate and Review" systems for service reviews to build greater confidence in options.</li> <li>• Greater sharing of what is available and best practice opportunities with providers establishing a communications plan that is widely visible.</li> <li>• Review quality monitoring approaches of these opportunities and share the outcomes, inclusive of the quality of the social value they provide.</li> </ul>