

Isle of Wight Council Adult Social Care

Respite Care for Adults Policy

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1 Document Information

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3. Purpose, Scope and Aims

This policy clarifies the Isle of Wight council's (IWC) position regarding respite care and the sustainability of providing a carer's service. A carer is an individual who provides or intends to provide care for another adult. This excludes paid carers and volunteers. The IWC recognise it is important that carers have regular breaks from caring and have time to themselves, even if it is just for an hour or so. Carers play a significant role in preventing the needs for care and support for the people they care for, which is why it is important the IWC supports carers in their role and help them to look after their own health and wellbeing.

Through early intervention, the IWC also wish to identify carers, including those who are taking on new caring responsibilities to avoid carers developing support needs by maintaining their independence, good health and promoting wellbeing. Carers can also benefit from support to help them develop the knowledge and skills to care effectively.

If an individual undertakes a caring role this may impact on their health and wellbeing. They and the person they care for may benefit from individually tailored respite or residential respite opportunities. Caring for someone 24 hours a day, seven days a week, means that taking a break is essential to carers in order to maintain their wellbeing and support them to continue providing their caring role while they choose to do so.

The Island's population is proportionately older compared with the rest of England and as the Island's population increases, the number of carers and the demands on carers will increase. It is anticipated the need for carers support services will increase in future years.

The purpose of this policy is to explain about the various kinds of support available, the eligibility criteria, the charges involved and to give guidance to Adult Social Care staff. In addition, because enabling carers to remain in/take up work, education and training is a key feature of the Care Act, carers may request support to enable them to do this.

4. What is Respite Care?

Respite care can be defined as a service which provides a break for an informal carer by replacing for a time the care they usually provide to an adult with needs for care and/or support living in the community. The service is legally defined as a service provided to the person with care/and or support needs and therefore the respite service ensures that the needs for care and/or support are met. Any service identified will be financially assessed. However, the main objective is to ensure that carers' health and wellbeing are protected and that they can achieve the outcomes defined in the Care Act 2014 (see below). Carers may be temporary or long term and provide a wide range and varying levels of care and/or support to the person they care for. Prevention services could also help improve the lives of carers by enabling them to continue to have a life of their own alongside carers and includes respite

care. This can help carers develop a mechanism to cope with the stress associated with caring and help them develop an awareness of their own physical and mental health needs.

Carers may be entitled to services in their own right if they care for someone who is over the age of 18 years old who cannot live independently without their support. This will be identified through an individual carer's assessment that will be offered to the carer at initial assessment and subsequent reviews.

Residential respite care can be provided to enable the carer to have a break from their caring role.

A respite service should be distinguished from a short break offered to an individual primarily to meet the ongoing assessed needs of that individual, where there is no unpaid carer involved in their care.

Important features of any respite service, as distinct from other types of short-term care are:

- the degree of control the carer can exercise over the provision, particularly timing and the ability to book ahead and at short notice
- their satisfaction with the service as experienced by the person with care/support needs,
- the ease with which the person with care/support needs can make the transition between their usual support arrangements with the carer and the service and back to the carer
- the relationship with the carer that the provider builds and maintains.

Respite care is any sort of help and support that enables a person to take a break from the responsibility of caring for somebody else. There are several different types of service which can provide this – the list is not exclusive:

- Residential respite care: the person being cared for lives elsewhere and is looked after by someone else for a while to allow the carer to have a substantial break or take a holiday
- Home-based services: support is provided in the home to allow the carer to take time out: this may include personal care where this is necessary, but may not, and may include short trips out from the home with the cared for person.
- Day care opportunities: the person being cared for spends time in a setting to allow the carer to have a few hours of their own.

The IWC recognise that home-based and day services are crucial in terms of providing a break for carers.

Respite care can be either:-

- planned ahead, for example for a holiday or to provide for regular activities such as training, exercise, recreation or keeping up other family relationships or friendships,
- or
- be needed at short notice or flexibly for example for unforeseen circumstances such as a family funeral or simply to keep up with routine appointments.

These two kinds of needs are distinct, and meeting one kind of need does not replace the requirement to provide for the other – both may be required.

Other types of service required where there are carers:

- Crisis support may also be necessary when carers cannot undertake their usual caring role due to illness, injury or hospital treatment for example. This is not, strictly speaking, respite care as the carer is **unable** to provide care. However, it needs to be considered alongside respite care for practical reasons. Crisis support for emergency respite is a non-chargeable service for up to 7 days and will only be granted in exceptional circumstances as respite care to relieve carers stress and/or illness. Any changes in circumstances for emergency respite will be subject to review. It is targeted at vulnerable adults and is an intervention only to be used in a crisis situation to prevent inappropriate hospital admission or the permanent breakdown of the carer situation. The decision must be agreed by a council's Group Manager.
- Usual care for eligible needs of a person with care/support needs which the carer is unwilling, unavailable or unable to meet – most usually domiciliary (personal) care or day opportunities services.

5. Shared Lives Provision

The Shared Lives scheme provides support in the carers own home with the individual living as part of the family. In addition, Shared Lives may be used to provide crisis or planned support where available.

As they are also a carer in their own right, services will be provided to each Shared Lives Carer allowing up to a maximum 4-week respite from their role per year.

6. The National Eligibility Threshold for Carers / The Care Act 2014

The eligibility threshold for carers is set out in the Care and Support Regulations 2014 (the 'Eligibility Regulations').

The Care Act 2014 represents a major change to the law in relation to carers. It means that we have to look very differently at how we can best support carers on the Isle of Wight. In particular, the Act requires us to ensure that the assessed eligible needs of carers are met. In so doing we have to use available resources first and foremost to deliver the new legal duties.

In considering whether a carer has eligible needs, the Isle of Wight Council must consider whether all three of the conditions below have been met:

- Condition 1: The needs arise as a consequence of providing necessary care for an adult.
- Condition 2: The effect of the carer's needs is that any of the circumstances specified in the Eligibility Regulation apply to the carer.
- Condition 3: As a consequence of that fact there is, or there is likely to be, a significant impact on the carer's wellbeing.

When looking at Condition 2, the council must consider:

- Whether the carer's physical or mental health is deteriorating, or is at risk of doing so, or
- Whether the carer is unable to achieve any of the following list of outcomes:
 - (i) carrying out any caring responsibilities the carer has for a child;
 - (ii) providing care to other persons for whom the carer provides care;
 - (iii) maintaining a habitable home environment in the carer's home (whether or not this is also the home of the adult needing care);
 - (iv) managing and maintaining nutrition;
 - (v) developing and maintaining family or other personal relationships;
 - (vi) engaging in work, training, education or volunteering;
 - (vii) making use of necessary facilities or services in the local community, including recreational facilities or services; and
 - (viii) engaging in recreational activities.

The Care Act explains that the carers' eligibility criteria is 'being unable' to achieve outcomes and includes circumstances where the carer:

- Is unable to achieve the outcome without assistance. This includes where the carer would be unable to achieve an outcome even if assistance were provided. A carer might, for example, be unable to fulfil their parental responsibilities unless they receive support in their caring role.

- Is able to achieve the outcome without assistance but doing so causes or is likely to cause significant pain, distress or anxiety or endangers life. A carer might for example be able to care for the adult and undertake fulltime employment, but if doing both, this causes the carer significant distress, the carer should not be considered able to engage in employment.
- Is able to achieve the outcome without assistance but doing so is likely to endanger the health or safety of the carer or any adults or children for whom the carer provides care. A carer might for example be able to provide care for their family and deliver necessary care for the adult, but, where this endangers the adult with care and support needs, for example, because the adult receiving care would have to be left alone while other responsibilities are met, the carer should not be considered able to meet the outcome of caring for their family.

Increasingly, if carers have been identified and assessed as having eligible needs, they will have Support Plans which will relate to the impact of caring on their health and wellbeing and on their ability to achieve their outcomes. Where respite/ replacement care of any type is concerned, the person with eligible care needs will have a personal budget usually in the form of a Direct Payment to buy the care they require.

7. Who can access respite care?

Anyone who undertakes a caring role for a friend or relative who is an older person or has a learning or physical disability or suffers a mental health problem may be able to access respite care services.

Depending on the carers individual needs it may be appropriate that the carer could be supported by their circle of support or the voluntary sector, such as organisations like Isle Help or Carers IW.

Carers will be eligible to receive support if they meet the eligibility criteria outlined above. Outcomes will be agreed as in the eligibility criteria in Section 6 above.

Most respite care will be planned, based on need and will be reviewed a minimum of yearly at their annual review and any changes in circumstances requiring emergency respite will be reviewed as required dependent upon the urgency.

In exceptional circumstances respite due to carer crisis may be funded free of charge (for up to a maximum of 1 week).

8. How much does it cost?

From 1 April 2016 any eligible respite care service identified in the assessment process to provide care or support to an individual will be subject to a financial assessment.

The IWC has a charging policy for residential and nursing care. How much people will pay will depend on what benefits, savings, or income they have. If they are eligible for any of these services, they may need to contribute something towards the cost. The IWC will carry out a financial assessment and benefits check on the individual to determine any contribution they are required to make.

9. Accessing respite services / assessment

In order to receive help from the council carers will be required to undertake an assessment to help us identify their needs and support them to improve and maintain their wellbeing. If carers feel they require help, please call Initial Adult Social Care Contact Team on 01983 814980 who will arrange for a Social Care Worker to visit to complete an assessment.

Alternatively, they can complete the Carer Assessment form listed below and email it to: cmsupporthub@iow.gov.uk

10. Organisations that may help

Isle Help is a partnership of voluntary sector information and advice organisations from the Isle of Wight that formed in 2013. The partnership came together in response to the challenging circumstances highlighted by the government. The partners all work together to provide information and advice over a wide range of subjects.

For more information please contact Isle Help on the following details:

Address: Isle Help, 7 High Street, Newport, Isle of Wight PO30 1UD.

Telephone: 01983 823898

Web: www.islehelp.me

There are various other sources of support who may be able to help carers. Their details can be found by visiting <https://www.iwight.com/Residents/Care-Support-and-Housing/Adults-Services/Carers-Adult/Support-Available>.

11. Carers IW

The Carers IW team provides information, support and advocacy to adults who look after another adult. They might be caring for a parent, partner or friend with physical or mental health needs. Alternatively, it may be that the person they care for has a substance misuse problem and needs to be supported on an occasional basis. Carers IW work with carers who either live on the Isle of Wight or care for someone

living on the Isle of Wight. They are an independent charity. Their services are free to use and are confidential.

Contact Details

Telephone: 01983 533173

Please note: Carers IW may not be in the office when you telephone but the answerphone is checked at lunchtime and at 4.30pm. Carers IW will return calls as soon as they are able to.

Email: info@carersiw.org.uk.

Website: www.carersiw.org.uk.

12. Related Documents

Care Act 2014	http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted/data.htm
SHIP's Multi-Agency Safeguarding Adults Multi-Agency Policy, Guidance and Toolkit, May 2015	http://wightnet.iow.gov.uk/documentlibrary/view/safeguarding-adults-multi-agency-policy-procedure-guidance
Social Care Institute for Excellence (SCIE) – Assessment and Eligibility	http://www.scie.org.uk/care-act-2014/assessment-and-eligibility/
Mental Health Act 1983	http://www.legislation.gov.uk/ukpga/1983/20/contents
Mental Capacity Act 2005	http://www.legislation.gov.uk/ukpga/2005/9/part/1 http://www.legislation.gov.uk/ukpga/2005/9/pdfs/ukpgacop_20050009_en.pdf DoLS Code of Practice
Equality Act 2010	https://www.gov.uk/equality-act-2010-guidance
Human Rights Act 1998	http://www.legislation.gov.uk/ukpga/1998/42/contents
Assessment and Eligibility for Service Users and Carers Policy	http://wightnet.iow.gov.uk/documentlibrary/view/assessment-and-eligibility-for-service-users-and-carers-policy1
Charging Policy for Residential and Nursing Care Adult Social Care Services	http://wightnet.iow.gov.uk/documentlibrary/view/charging-policy-for-residential-and-nursing-care-adult-social-care-services1
Charging Policy for Non-Residential Adult Social Care Services	http://wightnet.iow.gov.uk/documentlibrary/view/charging-policy-for-non-residential-adult-social-care-services3
IWC Adult Social Care – Carers website	https://www.iwight.com/Residents/Care-Support-and-Housing/Adults-Services/Carers-Adult/About
Equality Impact Assessment (EIA)	http://wightnet.iow.gov.uk/documentlibrary/view/eia-respite-care-for-adults-policy
Officer Decision Record (ODR)	Filed with Council Adult Social Care ICT system

Please note any text highlighted in blue is called a hyperlink and can be accessed by hovering over the document and pressing the Control button (bottom left on your keyboard) and left Click button (on the mouse) at the same time to follow the link).

Appendix 1

Carers Respite Care for Adults Process

The first step

Is to recognise an individual or carer needs help and support that is beyond that available from their circle of support and the voluntary sector and they are willing to accept help and/or support that may be offered as part of their eligible needs.

Who to contact

Please contact the Isle of Wight Council on the following details:

- If you are new to our service call our Initial Adult Social Care Team on 01983 814980.
- If you already have involvement with Adult Social Care, please call 01983 823340.

This also includes if a client or carer feels they are in crisis and cannot cope at home for whatever reason. Please telephone the appropriate telephone number above.

What is the Eligibility Criteria

The National Eligibility Criteria sets a minimum threshold for adult care and support needs and carer support needs which the IWC must meet and comply with. The threshold is detailed in the [Assessment and Eligibility for Service Users and Carers Policy](#).

How to ask for an assessment?

In order to receive help from the council carers will be required to undertake an assessment to help us identify their need/s. To access a Carer Assessment form individuals can either visit <https://www.iwight.com/documentlibrary/view/online-carers-assessment>. Or alternatively you can contact Carers IW (01983 533173) or the council by ringing the above numbers.

What are the costs involved?

All costs for Residential Respite Care, Home-based Services, Day Care Opportunities are subject to a financial assessment and depends on the funds available to each individual person will depend on the contribution they make.

Appendix 1 Continued

What support is available?

Carers IW, who are an independent charity, can help individuals complete the council's Carers Assessment form, and can advise on various other essential areas relating to cares. They can be contacted on:

01983 533173 (please note they may not always be in the office, but the answerphone will be checked at lunch times and at 4.30pm and calls will be returned as soon as they can).

Or

Isle Help is a partnership of voluntary sector information and advice organisations from the Isle of Wight that formed in 2013.

For more information please contact Isle Help on the following details:

Address: Isle Help, 7 High Street, Newport, Isle of Wight PO30 1UD.

Telephone: 03444 111 444.

Web: www.islehelp.org.uk.

More details of IW Carers services can be found at:

<https://www.iwight.com/Residents/Care-Support-and-Housing/Adults-Services/Carers-Adult/Carers-IW>

More details about the carer support can be accessed at:

<https://www.iwight.com/Residents/Care-Support-and-Housing/Adults-Services/Carers-Adult/Support-Available>

What happens next?

Once the Assessment form has been completed, it should be returned to:

Shared Services, Isle of Wight Council, Westridge Centre, Brading Road, Ryde, PO33 1QS.

Adult social care workers will then acknowledge safe receipt, assess the form and a final decision will be made as to whether the individual has eligible needs or not. Occasionally the council may have to telephone or visit the individual making the claim to clarify information. Once the council have all the information they require, they will write to the person informing them of the decision/outcome. If the person is eligible for support, the council will work with them to develop a support plan and decide how their eligible needs can be met.