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Date: Wednesday, 18 May 2016

Overview and Scrutiny
Town Hall
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Torquay
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Dear Member

OVERVIEW AND SCRUTINY BOARD - WEDNESDAY, 18 MAY 2016

I am now able to enclose, for consideration at the Overview and Scrutiny Board to be held on Wednesday, 18 May 2016, the following reports that were unavailable when the agenda was printed.

| Agenda No | Item | Page |
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| 7. | Baytree House, Torquay | (Pages 81 - 89) |

Yours sincerely

Jo Beer
Overview and Scrutiny Lead

Baytree House short breaks unit for people with Learning Disabilities in Torbay

Progress report – Tabled at meeting as requested

Torbay Council Overview and Scrutiny Wednesday 18th May 2016

1. Background as at 18th May

The Overview and Scrutiny report was completed as at 29th April to meet the submission deadline for 18th May meeting. As referenced in the main report a meeting took place on 28th April including family carers, Healthwatch, Councillors and Torbay Council and Trust representatives. At this session it was agreed with members that a supplementary update would be tabled at OSC on 18th May to provide a revised picture.

2. New Short Break Beds at St Johns, St Marychurch Road, Torquay

Much discussion occurred at the meeting in late April with regard to the new short break beds at St Johns as possible alternative provision to Baytree House. Quite reasonably family carers wished to see the new facility and the beds first hand to enable them to make an informed choice and judgement as to if the accommodation would be the way forward for their loved ones with respect to future short breaks.

At the end of April the work adapting the former St. John's Ambulance building had not been completed in the part of the facility being developed to create a good quality three bedroom short breaks unit. This short breaks unit is designed to provide support to a range of users including people with profound and multiple disabilities (PMLD). This includes people with complex physical and medical conditions who require specialist support. The accommodation also incorporates ceiling tracking, wet rooms and enhanced facilities to support people with complex needs. (Please see attached introductory information) Please note the short breaks unit was dressed/furnished for the open days and additional furniture and artwork is being purchased.

Two **open day events** were held on 12th and 14th May

7 carers/families attended on Thursday 12th and over 18 individual families on Saturday 14th May. Effectively everyone seeking an alternative service to Baytree House attended the open day events or has been to St John's separately during May. Feedback from family carers was positive and time was available to have detailed discussions with the owners and staff at St Johns.

Given the above we now have good level of confidence this extra capacity is welcomed by family carers, some of whom have already chosen St Johns and have booked their first short stays and, others have stated that they will book stays taster sessions in the near future.

This week the owners of St Johns and the support planning team are meeting to work through booking arrangements for the next year and then the rest of the family carers who expressed that they would like to use St Johns can look into arranging an initial short stay. As part of this we will agree the logistics of managing emergency short breaks in a flexible fashion.

3. Capacity as St Johns

Previously the Trust explained it had concluded the pricing and contractual aspects of the new service at St Johns in terms of the volumes of bed nights available and a service price categorisation within the facility to meet a range of different service user requirements for a short break.

At the time we expected that the new arrangements will be operational in mid-May 2016. St Johns has now fully trained their existing staff group and is in the process of completing some additional recruitment. The first short-break bookings will now occur in mid-June and six families have already made bookings in first month. Currently our support planning team are working with the provider looking at scheduling bookings and then we can follow up from that. The bookings will increase following the open days and the support planners are actively working with families to plan tea visits as part of the transition process. Currently our support planning team are working with the provider looking at scheduling bookings and then we can follow up from that.

As part of Renaissance and St. John's, the Siesta short breaks unit will be staffed by a team that has received a high level of training. Support staff have been trained in areas such as peg feeding, insulin injections, Makaton/British Sign Language, epilepsy awareness and medication. This enables the team to achieve a high level of care based on individual needs. Staff will also work with staff at Baytree and Hollacombe to ensure that people using the service are fully supported in a person centred manner and that the transition to the new service is well coordinated.

At least two NHS staff who work at Baytree and Hollacombe respectively have already agreed to undertake some shift work at St Johns. Other Baytree staff have visited St Johns to look at this option although the permanent Baytree staff are currently subject to an NHS redeployment process

At the meeting with family carers the Trust verbally briefed carers on the arrangements agreed for St Johns. By way of clarification these are:

Bed availability

3 beds are available for booking; effectively this is extra capacity of up to 1,095 bed nights. The estimate from the support planning team based on assessments and meetings with carers is that approximately 750 beds night per annum may be required. In broad terms approximately two beds of the three available at St Johns would be utilised by these service users. We anticipate that the group of Baytree families effectively will use 2 or these 3 beds in broad terms, subject to scheduling.

Emergency placement

In addition a further 106 beds nights have been blocked booked at St John's for emergency placements provision over and above the like for like replacement of Baytree House usage. Thus this effectively makes a total of 856 night's annual available at St Johns.

Alternative options and developments

To place this in context Baytree beds nights for short breaks in 15/16 was 1,475 nights. The remaining balance of beds nights over and above the anticipated use of St Johns are available via the placements agreed or to follow at Burrow Down, Shared Lives and Braemar.

Additionally since the meeting in April St Johns are bringing a flat with two beds on stream in four to five weeks' time, around 20th June (making 5 short break beds in total). With respect to these extra beds nights they are already 50% booked, however this does leave a further 365 beds night available within the St Johns facility for booking over and above the three new beds (1095) already identified, making 1,460 nights in total from St Johns. In effect these extra 2 beds are available fully on a two weekly cycle on a consecutive basis.

A further 435 beds nights has been secured additionally via the capacity already sourced at Burrow Down and for the people who have chosen Shared Lives. This takes the total nights available to 1,895 beds nights per annum, above the actual levels used at Baytree in 15/16 and 14/15 financial years by approximately 300-400 beds nights per annum for short breaks.

It should also be noted that St Johns has now been rebranded as "Siesta" so it has its own ethos. This also moves the new service away from the previous use of the accommodation to create its own identity.

Service user numbers estimate as at Mid-May 2016.

By way of recap, at the end of April our estimate was a follows:

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| 4 Service users | Moved into Support Living or non-Torbay residents |
| 7 Service users in new Short Breaks | Placed with the three different providers |
| As at 21 st April | Balance of 28 service users for the starting 39 |
| 10 Service users had a definitive option of St Johns but waiting for St Johns to open and visit. | Assuming the 10 cases identified resolve satisfactorily as anticipated this would have left a balance of 18 service users to be successfully found options of 39. |
| 13 families recently visited by Support Planning: Work had commenced on their solutions. Waiting for St Johns to open. | At that point if St Johns and other existing providers previously referenced were selected by this group, that would have left a further 5 services users unresolved. |
| 5 Service users to be found remaining placements. | Support planning resources to be deployed exclusively late May and all of June to work on satisfactorily solutions. |

Following the successful open days at St Johns we believe the estimate revised position is a follows as at 18th May 2016. From a starting point of 28 service users above seeking alternatives to Baytree, the position as moved forward considerably.

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| 20 service users have chosen St Johns or other specific providers. Arrangements are in hand as outlined in this report to commence initial short breaks. |
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| 5 services users are in the processes of making a choice between two different providers, so these individual will have secured provision established in the near future. |
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| 3 individual currently do not have a solution in place. We will be working closely with the families concerned in the coming weeks to address this. |
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5. Market development

The Trust and its commissioners are very aware of the need to expand the short breaks market and to improve and secure the resilience of providers and choice. For many years Baytree has had a lead position in the learning disability short breaks market in Torbay (beds nights 14/15 at Baytree of 1,323 vs. 811 bed nights in the independent sector). In this context the ability to stimulate independent sector investment in this area has arguably not been present. St Johns from example would not have developed their beds for short breaks if the decision to close Baytree had not been made.

Whilst market developments take time, there is a high level of confidence that effective commissioning will yield further choices including for those who are in transition from children's services to adult services as well as wider choice for people in the future. As described within this document we have enhanced capacity in the present but will strive to deliver even more choices in the future. Of course it is true that market changes take time and require engagement with providers to enter with confidence. The Council will in due course be developing a new commissioning strategy in this respect. Providers do require incentives and direction to come forward to expand the capacity and choice to invest in short breaks. To start this conversation Commissioners are holding an "Expo" event in June to work with the market on development in this area. Unfortunately developing additional capacity and choice in a constrained financial climate does take time, but we are working together to improve this situation.

6. Summary

As previously stated by the Trust our intention is not to close Baytree House fully until alternative plans for short breaks for each of the people who currently use Baytree have been organised. As previously stated this will not happen until the end of June 2016 at the earliest. However the Trust has commenced its internal NHS staff redeployment process to secure alternative employment for the Baytree staff. We are committed to finding alternative employment for the staff at Baytree and this process is managed in tandem with the changes for service users and families outlined in this report. During the coming weeks colleagues will

work very closely together to ensure the balance of service users and staff leaving Baytree is kept in equilibrium so that the service can be maintained in a satisfactory and safe fashion.

Since the Board decision in March 2016 carers represented by Mr Helmore have requested a further extension of the 30th June closure date to allow more time to secure alternative services and allows for a transition to them. This was articulated at the meeting with carers at the end of April.

This additional report is a point in time position statement. The Trust would be happy to return to OSC with a further report in June or to provide other regular updates, via e-mail for example, over the coming weeks as matters move forward. With the St Johns provider now operational we would expect the forecast in this report to become clearer as the remainder of May and June progresses and our view is that sufficient capacity is in place, although we have to find enduring solution for three remaining service users.

The Trust is fully committed to ensuring the delivery of high quality services alongside the welfare of staff. With this in mind we are endeavouring to find alternative employment opportunities for our staff through redeployment. The Trust has listened to concerns of family carers about the future of much valued Baytree staff. This does present a realistic need for Baytree to close in the near future due both to finding alternative provision and the need to ensure a safe service at Baytree until the end of June.

7. Recommendation

- 7.1** That members note the progress with respect to short breaks for Baytree House service users being put in place and the remaining numbers to be concluded.
- 7.2** That members assess the information in this report with regard to the proposed implementation of the closure of Baytree House on 30th June and provide feedback to the trust board for consideration.

Steve Honeywill
Head of Operational Change
18th May 2016



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Siesta

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Siesta

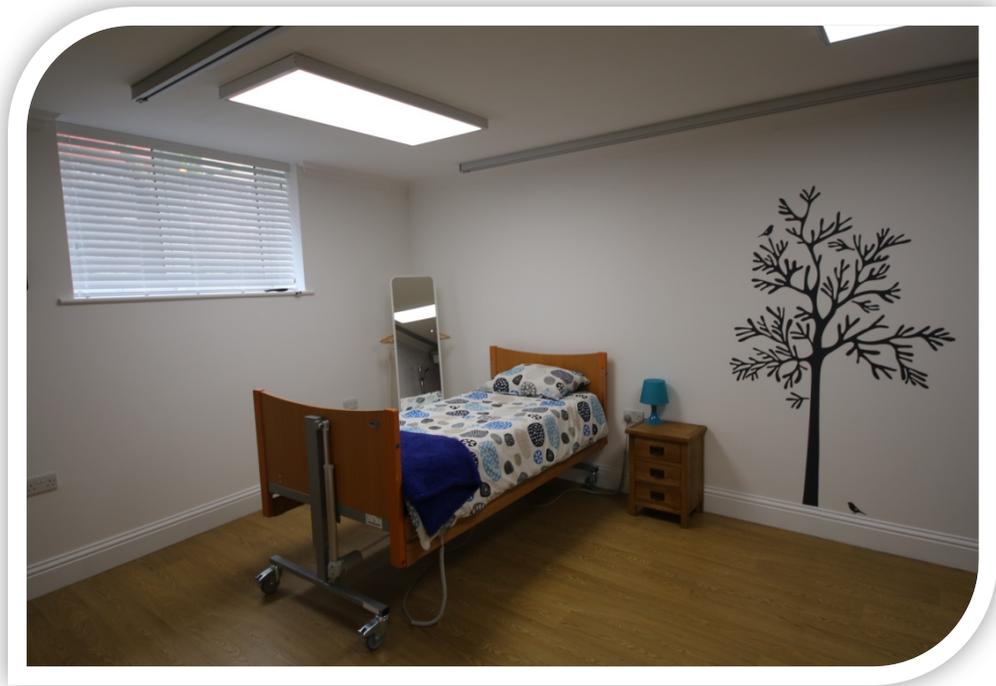
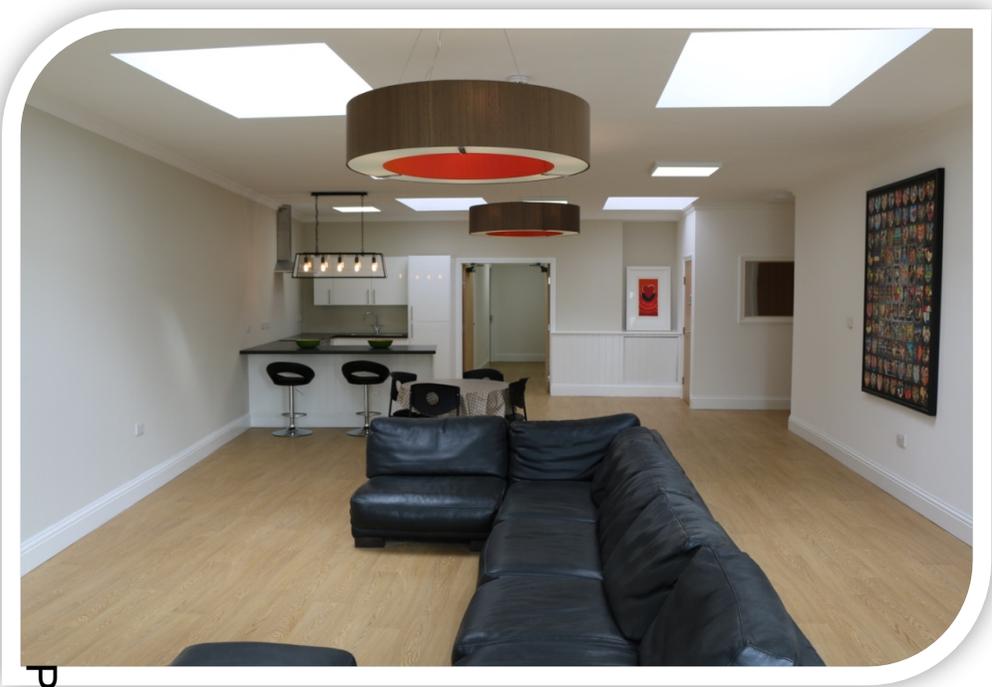
Great care, Great place, Great times

Agenda Item 7
Appendix 3



High quality short breaks in Torbay.

Siesta is our new short breaks service for people with learning disabilities and autism. Our aim to provide fantastic short breaks that meets the individual needs of people staying here.



Our care at Siesta

There's lots of gadgets to help people. Tracking and hoists in bedrooms.



Hi, my name is Karen. I'm the boss of St. Johns. I am a Learning Disability Nurse and I have been running homes and support for 22 years.

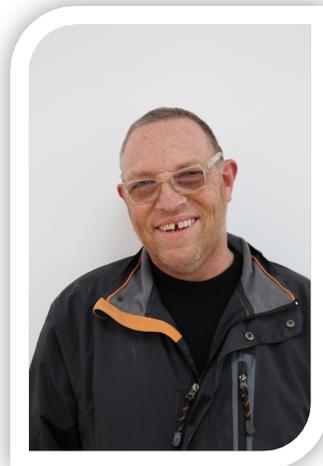


LED light panels to reduce the risk of seizures. Wet rooms and jacuzzi baths.

Hi, my name is Lynne. I'm the manager at St. Johns. We want to give the best possible support and care. All of our staff team are highly trained.



And much, much more!!!



We have lots of experience about supporting people with complex needs. This includes peg feeding, epilepsy, diabetes. This helps us deliver a safe service and adapt to each persons needs.





We have lots of storage so people staying here can have their own duvet, photos and things that are important for them.

Short breaks here will be fun and we will support people to get out and about in our community.



We will work with families to ensure that you are happy with our service now and in the future.

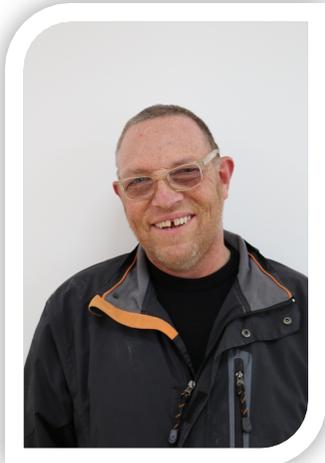
How we built Siesta

Hi, my name is Carl. I'm Karen's husband. I'm also a builder. Right from the start we wanted to create a place that we are really proud of.



Hi, my name is Lewis. I worked with Carl to make the rooms a really good quality.

My name is Andrew. I live at Renaissance. I've helped Carl every day. I'm really proud of our work.



★ Great Care, Great place, Great time ★