

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

### Progress report

#### Torbay Council Overview and Scrutiny Wednesday 18<sup>th</sup> May 2016

#### 1. Summary of Background

Following an engagement process with service users, their families and carers, the Board of Torbay and South Devon FT (the Trust) took a decision their December 2015 public Board meeting to commence a public consultation with respect to the Trust's proposal to close Baytree House, the in-house short breaks unit for people with Learning Disabilities in Torbay, and to use alternative services in the independent sector. Carer's entitlement to short breaks would not change but the provider delivering the service would.

The consultation closed on the 5th February 2016 and received 26 responses. In addition, Healthwatch Torbay submitted a report on the public feedback which it had received, together with its own observations and recommendations. The Board approved the following recommendations at its meeting on 2nd March 2016.

- a. That Baytree House should in due course close and the short break beds nights should alternatively be sourced in the independent sector.
- b. That a transitional period to 30/6/16 occurs before the decision to close is implemented.
- c. That Adult Social Care Commissioners in partnership with the Support Planning Services are tasked urgently over the next four months to work closely with provider to develop and secure satisfactory provision.
- d. That the Board consider their monitoring requirements. It is recommended the Board in due course receive a written update with respect to progress if the decision is made to close the unit and secondly that the Learning Disability Partnership Board also take an appropriate role monitoring quality and outcome of placements in the independent sector. In operational terms it is recommended that Community Service Business Unit will manage and be accountable for the completion of Baytree House change programme and all the associated activity."

As part of this decision making activity Torbay Council Overview and Scrutiny Committee also reviewed the Trust's proposals and process at its meeting held on 29 February 2016. The purpose of the meeting was for the Overview and Scrutiny Committee to seek assurance that due process had been followed, to consider the outcome of the public consultation and to make any recommendations about the proposed closure.

The Overview and Scrutiny Board made the following recommendation:

“That the Overview and Scrutiny Board wished to have further assurance on the availability, suitability and cost of the alternative, private sector provision before the decision to close Baytree House is implemented.”

The Trust was requested to attend its meeting on 18th May 2016 to set out updated concerns and risks with the proposed closure and any impact that those concerns and risks may have on the implementation date. Representatives of the Overview and Scrutiny Board indicated that they would wish to visit alternative service providers to gain an understanding of services and facilities that they offer. It is planned to arrange this before the meeting on 18 May.

## **2. Progress since March 2016 Trust Board**

In coming to its decision, the Trust Board was very mindful that the decision to close Baytree is upsetting for its most regular users, and sought a commitment to work in partnership with carers to make sure they receive a high quality short break service that meets their needs.

Our Support Planning Service (SPACE) has commenced work on an individual service user and family basis. This role includes supporting users and carers through the process of considering the options for and suitability of alternative providers, including facilitating visits to facilities. The SPACE approach has proven a successful model with positive feedback that it worked in our Day Services change programme and other changes for people with a learning disability who have moved to Supporting Living settings. Appointments support and advice is on-going during the transitional period and afterwards.

The Board report also referred to specific advocacy arrangements, and from April specific arrangement have been put in place with VOCAL should any families have concerns with respect to the Support Plans. This information/option is being made available as part of the meeting with families.

Individual and confidential assessments can take place in carer's homes or at a location of the carers' choosing or preference, where they feel comfortable. Healthwatch have offered the use of their facilities and we have made carers aware of that opportunity. Staff are very flexible in this respect and the way this activity is approached will be based upon the carer's choice. The Support Planning service offer appointments at any time of the day/evening that families find suitable.

## **3. Assessments and new services**

### **3a. Background**

At the time of writing (28<sup>th</sup> April) the process of undertaking assessments and finding alternative short breaks has gathered pace and we are broadly half-way through the work. Each service user and family has different needs and circumstances and thus the process occurs at an individual level - family, carer and cared for. Rightly significant time can be spent on finding the right way forward before a solution, thus we are expecting more visible change to occur in May and June rather than March and April, when conversations with families commenced following the Board decision with regard to their specific needs and choices.

Therefore while significant work is underway, not all have reached conclusion. However a new high quality IS short break 3-bedded scheme is in the very final stage of development and delivery (see Section 3c) and it is anticipated that several service users may choose this option in due course. At the OSC meeting in May Trust officers will be able to report more definitively in this respect.

With regard to the volume of short breaks to be sourced, these changes are intended to provide a 'like for like' number of short breaks for those who currently use Baytree, based on activity from the last two years. This is not a process to reduce the number of short breaks, in fact this process with support planning and carers' assessment has triggered reassessment of need in a few cases.

### **3b. Providers used thus far**

#### **Shared Lives**

Shared Lives South West is a regional organisation that places people with learning disabilities with families. This model of support is widely used and is based on a maximum of three people living in a family home. Shared Lives South West already offers Short Breaks placements with families and there are a range of active placements available in Torbay. People with learning disabilities can also use more than one placement to ensure availability and provide support in emergencies. Already three Baytree users and their family carers have chosen this service and one person has used Shared Lives for a weekend stay.

#### **Braemar**

Braemar is a residential home in the Preston area of Torbay. They are offering short breaks for people known to their residents. This model is based on people having a short break with friends (often from Hollacombe or Torquay CRC). One family has chosen Braemar and a break is planned.

#### **Burrow Down**

Burrow Down provides supported living, residential care, short breaks and daytime opportunities in Torbay. Burrow Down itself is a large house set in substantial grounds. At Burrow Down there is a Short Breaks unit that is wheel chair accessible. Currently one person is having 'tea visits' and is planning an overnight trial with a view to using this service

### **3c. Provider development - St Johns, St Marychurch Road, Torquay**

As referenced above an important addition to the market is this new provider bringing three new short break beds on line in early May 2016, which will be of a good quality and may go some way to easing carers concerns.

Renaissance is a local provider with a residential home (Renaissance) and supported living (St. Johns). The former St. John's Ambulance building has been partly adapted for supported living. Part of the building has been developed to create a three bedroom short breaks unit.

The 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.

St. John's Short Breaks Unit includes ceiling tracking, wet rooms and enhanced facilities to support people with complex needs. The unit has a large living space and kitchen. In addition, the unit will have both waking night and sleep-in support as required to support the safe care of people using the service.

Some carers (10 thus far – see 3.d below) have already chosen this service and have expressed confidence in the provider. Support Planning are also planning future visits for carers to view St. Johns in the coming weeks.

Additionally when a site visit was undertaken on 20<sup>th</sup> April the work was approximately two weeks away from completion and commissioning and Trust staff were very impressed with the environment and ethos of the provider.

We have also now concluded the pricing and contractual aspects of this new service 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. Commissioners, Trust staff and supporting planning team have worked closely with this provider throughout on the negotiating process. This arrangement will be operational in mid May 2016 and we have a good level of confidence this extra capacity will be welcomed and chosen by carers. An additional 100 bed nights have also been blocked booked as part of the arrangement for emergency placements provision. Those carers who have visited St Johns have provided positive feedback with respect to this provider.

Further information will be provided to the OSC meeting and by the time of that session it is envisaged that a site visit/open day would have been held at St John's so all family carers can see the completed facility themselves. Quite reasonably some have been sceptical about a facility which has been refurbished and converted and thus wish to see it personally before coming to a decision. We realise that building trust and confidence in a new provider for those who have used Baytree for many years will be a gradual process.

Around the same time further visits to St Johns and Burrow Down will be arranged for OSC Councillors and other stakeholders (Trust board members, Healthwatch etc.) These activities will also occur ahead of the OSC meeting and it is envisaged that a verbal update from all parties present will encompass all of the above.

### **3d. Service user numbers as at 21<sup>st</sup> April 2016.**

The below is a point in time summary of the progress to date and will be updated for the OSC meeting on 18<sup>th</sup> May. The baseline number of users of Baytree house at the time of the consultation was 39. In terms of the collective position for carers below is a summary of the current state of play.

2 Service users	Moved into Support Living
2 Service users OLA	Two users funded by non-Torbay Council residents and therefore not part of this process What is happening with these users?
7 Service users moved to new Short Break solutions	Placed with the three providers referenced above
	<b>As at 21st April, balance of 28 service users for the starting 39</b>

<p>10 Service users have a definitive option and are exploring these solutions currently with follow up visits etc to the provider. The Support Planning Service thus have a good level of confidence these cases will concluded satisfactorily</p>	<p>Assuming the 10 cases alluded resolve satisfactorily as anticipated this will leave a balance of 18 service users to be successfully found options</p> <p><b>Estimate as at mid-May, 18 service users out of 39 to be placed</b></p>
<p>13 further service users and families have recently been visited by the Support Planning Team and work has commenced on their solutions. When St Johns is open this well could be a way forward for many of this cohort, this will occur during the month of May</p>	<p>If St Johns and other existing providers previously referenced as are selected by this group of people, that will leave a further <b>5 services users to be placed as at late May.</b></p>
<p>5 Service users to be found remaining placements/solutions to complete the project by the provisional target date 30/6/16</p>	<p>All support planning resources will be providing more time during late May and the month of June to work satisfactorily solutions. Some of these cases are very complex and will require that level of focus.</p>

In summary at the mid-point the process between the board decision in early March and the target date to complete the work of 30<sup>th</sup> June, approximately half the service users position have been resolved or are close to resolution.

### **3e. Support Planning and Carers assessments**

#### **Support planning**

The Support Planning Team have contacted/met with all the initial group of carers and service users. As stated above five of these are only at the beginning of the process.

#### **Carers' assessments**

Carers' assessments have also commenced for Baytree family carers during this recent period. In respect of Carer Contacts, 35 Carers have been identified who have their cared for person using Baytree, which is reconciled to the Support Planning numbers. The team have made contact with all these carers and either booked visits or will be contacting them later on to book visits (depending on preference of Carers).Up to end of the week of 15<sup>th</sup> April a total of 15 out of 35 carers assessments have been completed. Visits are booked in for the remainder of April/early May and it is estimated that this work will be concluded by Mid-May.

Some Carers have asked to revisit their assessment once Support Planning had visited to assess their cared for, so that they are clear what has been identified to support their Cared for first. Where further clarity was required the Carers Team have worked closely with the Support Planning service.

## **Co-ordination**

One learning point from this process has been to review where we can better co-ordinate these arrangements. Some Carers have expressed some confusion about need to be contacted by both Support Planning and the Carers Team – some feel they would have liked to have had just one joint contact. Others have asked for separate processes given the carers assessment process in respect of their needs as Carers, and Support Planning have explained their work is focusing on service user's needs.

## **3f. Market**

St John's beds are welcome good quality addition to the local market. Three beds provide approximately a further 1,000 beds nights. Baytree in recent years have provide around 1,450/1,500 beds nights per annum.

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. 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 during the same time frame). In this context the ability to stimulate independent sector investment in this area has arguably not been present.

However such changes take time and require engagement with the market via a new commissioning approach to provide incentives and direction for providers to come forward to expand the capacity and choice for 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 to improve this situation.

## **4. Stakeholder involvement**

### **Healthwatch**

In addition to the practical work outlined above involving families at each stage of the process, the Trust has remained engaged with Healthwatch. A meeting occurred on 7<sup>th</sup> April with the Chief Executive of Healthwatch and it was agreed to set up a further meeting with family carers to monitor the process thus far, with Mr Helmore taking a lead role.

This meeting took place on 28<sup>th</sup> April and was well attended; including family carers, Healthwatch, Councillors and Torbay Council and Trust representatives. This proved a very constructive and informative session. The Trust updated with respect to the development at St John's as referenced above and the current state of play. Councillors and officers found it helpful to listen to carer's concerns first hand and in detail.

The main points raised by carers related to:

\* Wishing to see the new beds at St Johns first hand in May to make an informed choice if the accommodation is the way forward for their loved ones short breaks.

\* Concern that if Baytree House is closed on 30<sup>th</sup> June this does not allow sufficient time for a successful transition to replacement services. Could this date be extended?

\* More information required with regard to the opening date of the new beds, staffing and practical arrangements – Support Planning Team to lead on this.

### **Save Baytree House' Campaign activity**

Mr Helmore, the spokesperson for the Save Baytree campaign (and Baytree carer/parent) will be attending OSC to also speak as the representative of the family carers. The group has continued to lobby on behalf of family carers and has been active and engaged in the change process. In late March a protest demonstration took place with respect to Baytree House. This activity gained significant local television, newspaper and radio coverage which aired the related issues in a balanced fashion.

## **5. Next steps to end of end of June 2016**

As previously stated by the Trust, the decision to close Baytree will not be fully implemented until alternative plans for short breaks for each of the people who currently use Baytree have been organised. This will not happen until the end of June 2016 at the earliest.

This paper is a progress briefing. As reported above in Section 3 there is still significant work to do with regard to service users yet to be placed. Resources are in place to work intensively with the remaining families on the way forward.

At the time of writing we are waiting for the new provider capacity referred to in Section 3c to come on stream and for that opportunity to be explored by users and their families as to whether this alternative provision meets their needs. The position will be clearer after that.

It is anticipated that the updates at OSC on 18<sup>th</sup> May will have additional detail to that provided in this paper and should provide increased confidence on progress. A written update will be tabled at the OSC meeting to build upon the content of this report.

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28th April 2016