







Respite Newsletter

Focus on carers!

On 13th November we asked carers, service users and staff to come along to a Respite specific Participation event. We had over 10 carers who gave feedback about what works well and what works less well about the service we provide.

We would like to thank the carers who gave up their Saturday afternoon (with the rugby on as well). We know that as carers your role is busy and the Respite service is an important and valuable service that we want to continue to improve.

What's Working

-  Always ring up and have a chat (Annette and get a response).
-  A4 sheet of information re stay sleep / eating / who else stayed.
-  Partridge road 'matching' to peer group in age.
-  Staff include her (Kate) which she loves.
-  Homely – don't know who client / staff i.e. everyone washes up.
-  Suggestion of food diary notifies us when things are wrong.

What's working less well



Continuous change of staff

Respite have had a steady team for a number of years but unfortunately we have lost staff to ill health and to career promotions in the last year or so. The turnover of staff is still low compared to the rest of OHT and the care sector as a whole. We have discussed the role of link workers and keeping these the same within the current staff with the exception of where staff have particular skills that can be matched to people's needs. We recognise that our experienced staff in the team are invaluable to the quality of the service.



Future bookings in advance

There is a procedure to book a certain number of dates in advance and a short turn around for these dates being confirmed for special occasions. This procedure outlined further on in this newsletter



Admin

We have set aside Respite only time for our admin staff which will be spent at Pantbach Ave on Friday from 1pm to 4pm from 1st April 2011. This will make direct contact for admin queries easier and clearer.



Number of preferences made and given

We have discussed this and agreed to keep a formal monitoring log of the number of preferences made and met i.e. 1st, 2nd and 3rd preferences. We are governed by the priorities set by the local authority respite access group who meet every month.



Shift to shift communication level of detail in what's recorded

We have discussed how this can improve and will be reviewing the whole communication system in March with the team.



Laundry

This is dependant of the individual guests needs; our general procedure is send clothes home to be washed.



Procedure for pick up and drop off of cases

A decision was made by the local authority and day services to change the procedure for luggage, respite is able to offer a pre stay drop off for luggage or your local authority / day service will be able to answer any queries regarding these changes.

Feedback

In partnership with other respite provision and the Local Authority we have designed a **“Parent/Carer Questionnaire”**, which we will be sending to you with the second confirmation of stay letter.

We hope the forms will give you a chance to tell us your comments after each respite stay/session. You can send it in whenever is most convenient to you.

Of course if you prefer you can still speak to anyone on the team and tell us verbally what you think.






Your opinions are very important to us and will be essential in developing, improving and moving the Respite Service forward in the future.

On the next page is a copy of the questionnaire which we would like you to complete at the end of the next stay and return to Pantbach Avenue.

Respite Service

Parent / Carer Questionnaire

Name: _____ Date: _____

Question	1	2	3	4	5	Comments
Please tick a box 1 to 5 Or make a comment						
Are you satisfied with the Respite service you receive?						
Was the introduction / transition to the service effective for you?						
Do you feel all necessary information is readily available to you?						
Do you feel the communication systems in place work effectively?						
What were your expectations from the service in terms of your own needs?						
Has the service met your own needs on this occasion?						
Does the service meet your own needs generally?						
Are you satisfied with the opportunities / activities offered to the person you care for, when using respite?						
Have the arrival and departure arrangements been satisfactory?						
Have other practical issues been satisfactory?						
Are there any areas on which you feel the service can improve?						

Carer Support

Thanks to one of the carers who attended our participation event we have learnt about an organisation that provide various means of support to carers.

The Princess royal trust for carers provide free and confidential advice for family carers.

They provide information, support, advice and links to other organisations and available services.

The PRT for carers have a Carers Support day every Thursday between 10:30 and 2pm, held at their offices at 250 Cowbridge road East in Canton.

More information can be found on their website www.carers.org/cardiff or via telephone on 02920 221421

The voice of Carers

Carers UK who work to inform carers of the rights and financial benefits you can receive have produced a questionnaire called “The state of caring” as part of their research into the impact of caring as an unpaid role. They are assessing the health, wellbeing and finances and support you receive as carers.

The survey covers a wide range of different aspects of caring and is therefore quite detailed but should only take 20 minutes to complete.

Their aim is to use the research to improve and change support for carers.

You can complete the survey online by using the following address: <http://carersweek.org/carers/have-your-say>

Or if you would like a paper copy please call Vicki on 02920 236216 and we will send you a copy.

The survey can be returned using the freepost address and should be returned by the end of

March 2011. They will publish the results later in the year.



Staff feedback & actions

The team are required to have wide variety of skills to be able to support the 80 plus people who use the service. Some additional training is being sourced on working productively with families and care home regulations

The respite service is very different from the supported living service in OHT. They are required to attend some core training that is made available to all OHT staff as well as other training specific to people's needs. The content of some generic subjects such as medication awareness has been altered to include respite differences. Where there are gaps the learning need is filled by the registered manager doing additional support sessions. We will log these sessions on staff training records.

There have been a number of large purchases made from the house related budgets this year which include redecorating and new leather furniture. Decisions for future house expenditure will continue to be made with staff involvement and will also include direct links to what service users have said.

Feedback from guests

We would like to be involved in putting a respite magazine together Jackie to take photo's Bikhu to write up sports events.

Help to organise music at respite parties (Billy)

Be able to choose staff who will work at respite

Go on more holidays (David wants to go to Spain)

When letters go out with our respite dates I want it to be so I understand it

Superbowl – want to go more – maybe have a party there?

Can we have a dart board?

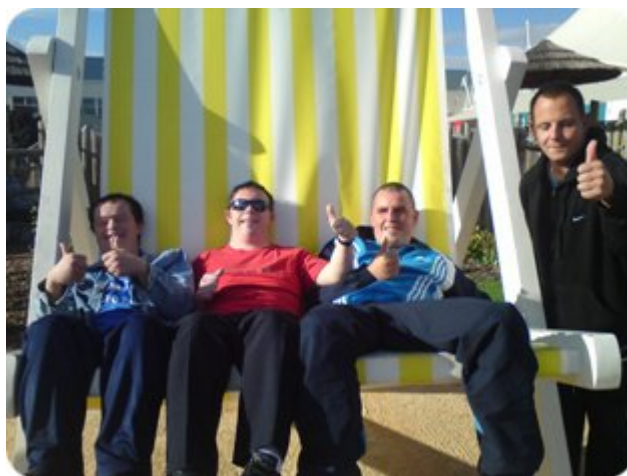
Ideas of places to go.....
Musicals such as: Mama Mia,
sound of music, classical
music, DR who exhibition

Holidays!

It is that time of the year again when we are all thinking of planning our holidays. With this in mind I would just like to remind you of how you can book for these special times in advance.

- To book specific dates outside of the booking period e.g. holidays, weddings etc you are requested to check the availability with the Respite service first before contacting your case-manager with your request. When the Respite service receives a letter/email from your case-manager with this request the booking can then be confirmed if available. This can be done for two dates through each year.
- Should you require further dates outside of the booking period within twelve months of these two requests then the decision for the stay to go ahead will be made by the Respite Access group. **To avoid disappointment please do not book a holiday until you have received a written letter of confirmation that the respite has been booked.**

Happy holidays!!



Contact information

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Information about respite is available on OHT internet www.oht.org.uk and via newsletters available in the offices for people who are interested in finding out more about it.