

## Replacement Care - Services Review Survey

Worcestershire County Council (the Council), as part of its duties under the Care Act 2014, supports needs of adults and their carer under the Act's eligibility criteria. This includes the provision of replacement care (often referred to as respite or a short break) where this is specified in an individual's Care and Support Plan.

There are five commissioned Learning Disability replacement care services, two are run by the Council. The Council are seeking to review and consult on future service delivery options of the two Council owned replacement care provision services, as follows:

- Worth Crescent, in Stourport, which is a 10 bedded unit, and
- Pershore Short Breaks, in Station Road is a 4-bedded service

Providing replacement care options are essential to support families to continue to enable adults to remain at home. Replacement care is largely categorised and provided for in two age groups either older people 65+ or 18-64. For working age adults (the 18-64 age cohort) are primarily, for individuals with Learning Disabilities (LD).

For your information and context, in addition to the Council owned replacement care services, two are run by Herefordshire and Worcestershire Health and Care Trust (Osborne Court, in Malvern, and Church View, in Bromsgrove). HF Trust Ltd, is an external provider that runs a replacement care service at Lock Close, in Redditch. Further replacement care services are purchased ad hoc which are primarily used to meet emergency replacement care needs. Some individuals also access replacement care through a direct payment which can be used, for example, to purchase agency support in the family home. The Council are considering what options are available to improve the service provision to meet the needs of residents, as follows:

1. Continue with the existing provision, at their current location (Worth Crescent, in Stourport, and Pershore Short Breaks, in Station Road).
2. Combine the existing service provision at Pershore Short Breaks and Worth Crescent, to another premises, located in Worcester City Centre, with the option to sell or repurpose the premises in Worth Crescent and Station Road.
3. Transfer the services currently provided at Worth Crescent to Pershore Short Breaks and create a 12 bed unit, within the existing Pershore Short Breaks premises, which creates the opportunity to sell or lease the Worth Crescent building.
4. Consider outsourcing all replacement care provision to the external market.

The Council must consider the best use of its property assets and deliver high quality services in the most efficient and effective manner. Therefore, the Council are exploring the benefits of all four options and are wanting to seek views on the proposals.

Individual responses will not be identifiable, only anonymised responses will be shared with partners or used for marketing purposes in accordance with Data Protection and GDPR regulations. The outcome of the consultation and associated actions will all inform the final decision on the future service delivery which will be taken by the Cabinet Member with Responsibility for Adult Social Care.

\* Required

### Replacement Care Provision

1. Are you the person receiving replacement care? \*

- ☐ Yes
- ☐ No
- ☐ Other

2. Are you the carer, representative or guardian of the person receiving replacement care? \*

- ☐ Yes
- ☐ No
- ☐ Other

3. What is the location of the Replacement Care Service that either you, or the person you care for, receives? \*

- ☐ Station Road, Pershore, WR10 1PD
- ☐ Worth Crescent, Stourport-on-Severn, DY13 8RR
- ☐ Not Applicable
- ☐ Other

4. Please rate your satisfaction with your current replacement care provision?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care Provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Booking it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Are there any reasons why you do not currently use Pershore Short Breaks or Worth Crescent replacement care provision? (Tick all that apply) \*

- ☐ Lack of bed availability
- ☐ Unable to access due to physical difficulties
- ☐ Has not been offered
- ☐ Did not know about them
- ☐ Unable to get transport from/to the provision
- ☐ Location of Council Replacement care provision is too far away from main residence
- ☐ Specialist medical provision is needed
- ☐ Other

6. If we were to relocate the current Council run Replacement care to Pershore, Worcester or an external provider, what support would you or the person that you care for need to help with the transition? (for example, phased transition or help to make new travel arrangements)

7. If we were to relocate the current Council run Replacement care to Pershore, Worcester or an external provider, what concerns do you or the person that you care for have that you would need to help with the transition? (for example, type of activities, same staff)

8. How likely are you to recommend our replacement care to a friend, neighbour or colleague?

Not at all likely ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ Extremely likely

9. Is Day Care used whilst you or the person you care for in replacement care? \*

☐ Yes

☐ No

10. What is the name and location of the Day Care Services? \*

11. Do you have any additional comments or feedback for us?

## Transport Arrangements from/to Replacement Care.

12. What is the distance travelled from home to replacement care (each way)? \*

- ☐ 0-2 miles
- ☐ 3-5 miles
- ☐ 6-10 miles
- ☐ 11-15 miles
- ☐ 16-20 miles
- ☐ 21 miles plus
- ☐ Other

13. What transport do you, or the person you care for, use to get from/to the replacement care provision? (Tick all that apply) \*

- ☐ Public Transport (such as bus or train)
- ☐ Family provides the transportation
- ☐ Council provides the transportation
- ☐ Day centre provides the transportation
- ☐ Not Applicable
- ☐ Other

14. Would your current transport arrangements change if the replacement care location was moved from Worth Crescent in Stourport-on-Severn, to Pershore or Worcester (for example distance or travel time would increase or decrease, would the type of transport you currently use change?) \*

- ☐ Yes
- ☐ No
- ☐ Not applicable
- ☐ I do not know

15. Would your current transport arrangements change if the replacement care location was moved from Pershore Short Breaks (Station Road) to Worcester (for example distance or travel time would increase or decrease, would the type of transport you currently use change?) \*

- ☐ Yes
- ☐ No
- ☐ Not applicable
- ☐ I do not know

16. What would the changes to transport arrangements be if the current Replacement care service location was moved from Worth Crescent or Pershore Short Breaks to Worcester? (Tick all that apply) \*

- ☐ Public transport would no longer be an option
- ☐ The family would no longer be able to provide the transport
- ☐ Other

## Contact Details

17. Would you like to discuss the replacement care proposals with someone from the Council?

- ☐ Yes
- ☐ No
- ☐ Maybe

18. Please leave your Name below:

19. Please provide the name of the person in receipt of the replacement care, if different from the answer in the previous question

20. Preferred method of contact

- ☐ Telephone call
- ☐ Email
- ☐ Post
- ☐ Face-to-face (in person)

21. Please leave your telephone number below:

22. Please leave your email address below:

23. Please leave your postal address below:

---

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms