

# Replacement Care Service User Feedback

## Introduction

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).

The Council are considering what options are available to improve the service provision to meet the needs of residents, as follows:

- Continue with the existing provision, at their current location (Worth Crescent, in Stourport, and Pershore Short Breaks, in Station Road).
- 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.
- 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.
- Consider outsourcing all replacement care provision to the external market.

To inform our decision a survey was conducted of current Replacement service users and/or their carers to gain their view and responses to the above proposals.

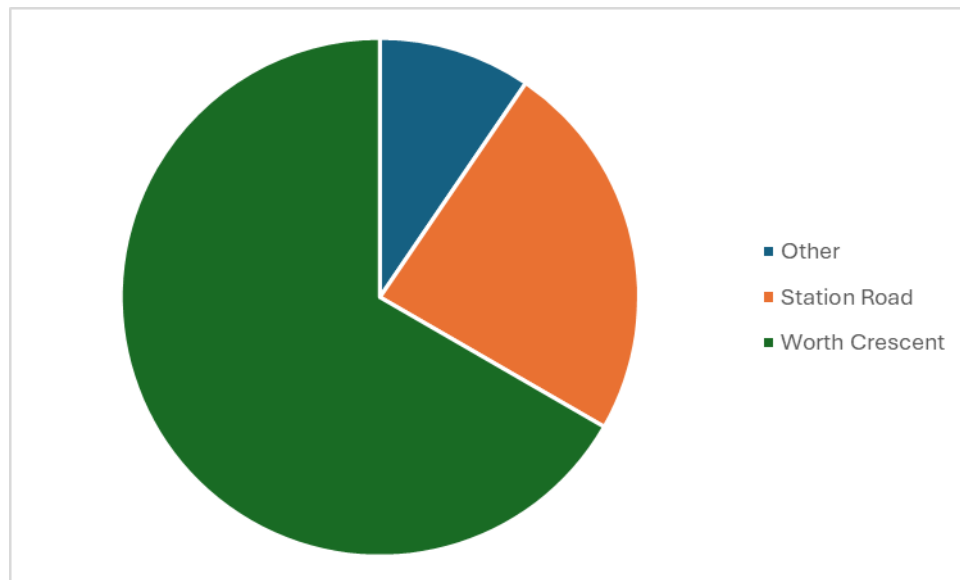
**A total of 42 Responses were received.**

## Survey Results

### **Are you the person receiving replacement care?**

- 2 people are the person receiving replacement care
- 40 responses were on behalf of the person receiving replacement care.

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



- 66% of respondents use Worth Crescent, Stourport and 24% use Station Road, Pershore.

### **Please rate your satisfaction with your current replacement care provision.**

#### Availability:

- 6 people responded that they were very dissatisfied or dissatisfied
- 5 people responded that they were neither dissatisfied or satisfied (neutral)
- 31 people responded that that they were satisfied or very satisfied

#### Care Provided:

- 4 people responded that they were very dissatisfied
- 33 people responded that they were satisfied or very satisfied

#### Ease of Booking Replacement Care:

- 6 people responded that they were very dissatisfied or dissatisfied
- 10 people responded that they were neither dissatisfied or satisfied (neutral)

- 25 people responded that they were satisfied or very satisfied

Cost:

- 4 people responded that they were very dissatisfied or dissatisfied
- 13 people responded that they were neither dissatisfied or satisfied (neutral)
- 24 people responded that they were satisfied or very satisfied

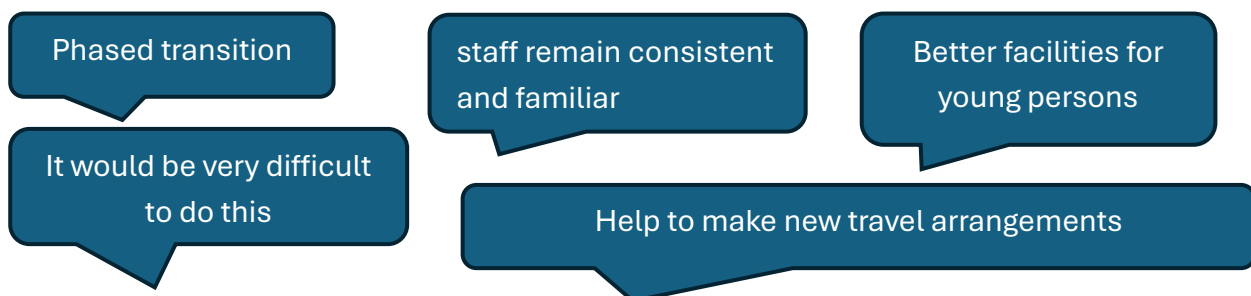
**Are there any reasons why you do not currently use Pershore Short Breaks or Worth Crescent replacement care provision?**

The following are some of the responses received, 24 responses were recorded as Not Applicable, or they use the replacement care provision at Pershore Short Breaks or Worth Crescent.



**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)**

The following are some of the responses received, 33% of respondents said a phased transition was important:

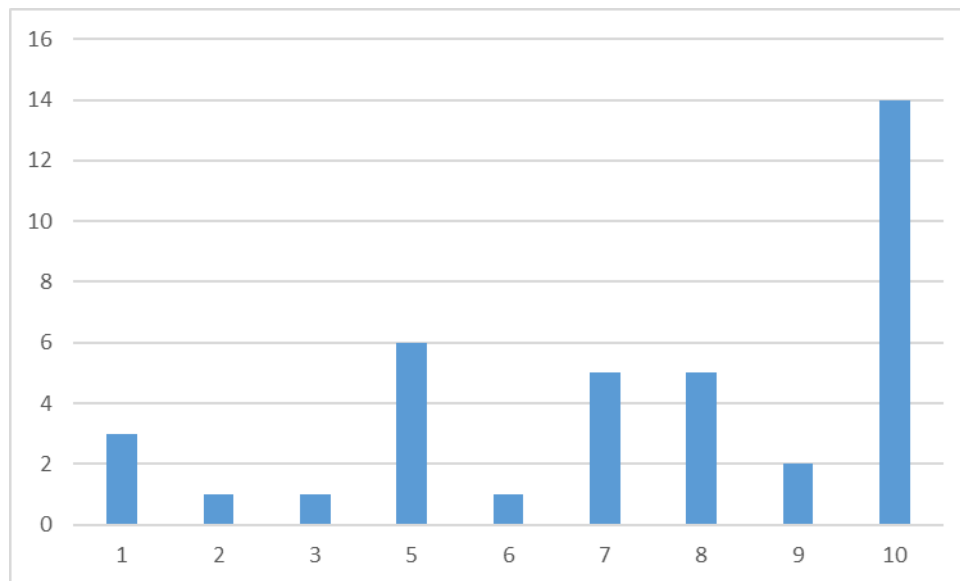


**If we were to relocate the current Council run Replacement care to Pershore, Worcester or an external provider, what concerns do you or the person that you**

**care for have that you would need to help with the transition? (for example, type of activities, same staff)**

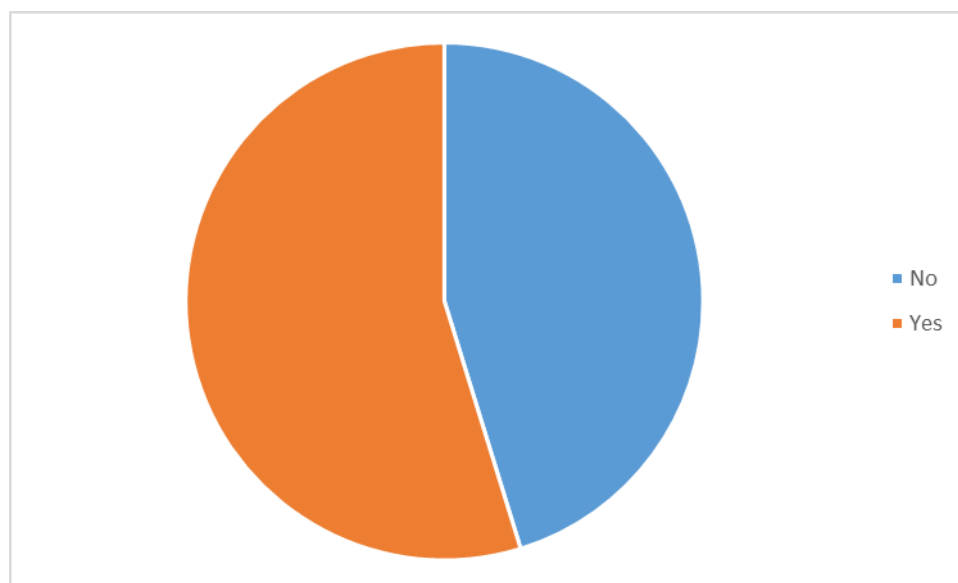
- 43% of respondents said that the same staff would be important.

**How likely are you to recommend our replacement care to a friend, neighbour or colleague? (Rating of 1 being Not at all likely to 10 being Extremely likely)**



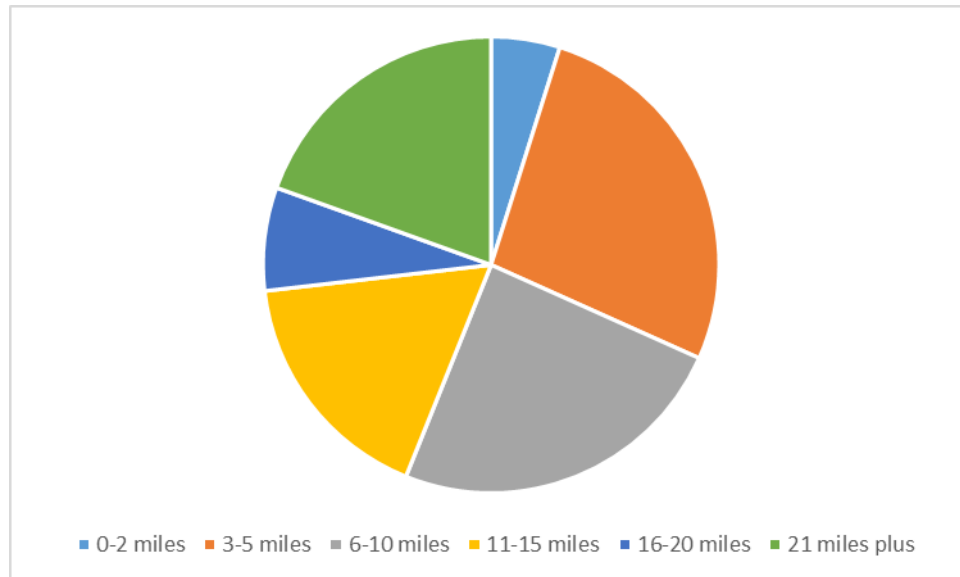
- 4 people did not respond
- 37% said they would be Extremely likely to recommend our Replacement care

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



- 54% of people responded that Day Care is used

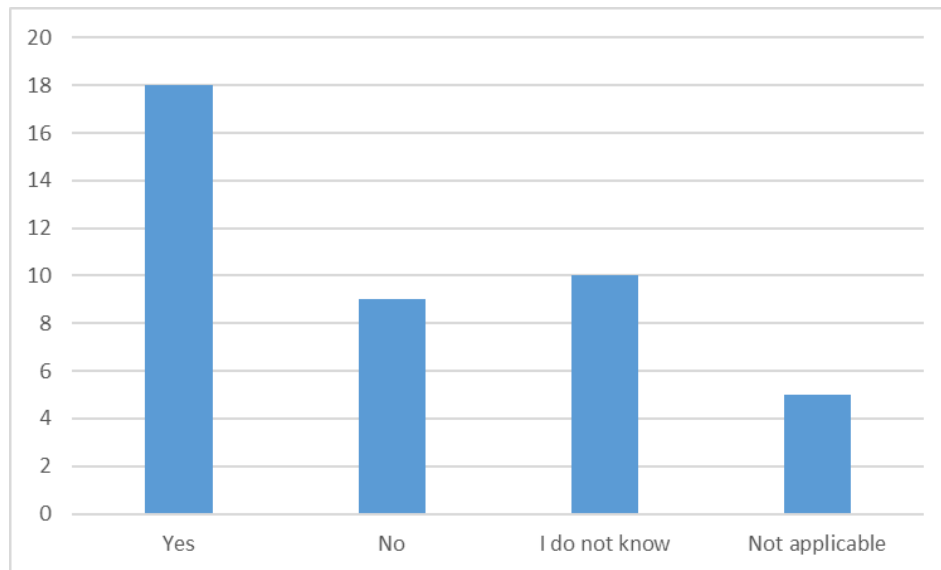
**What is the distance travelled from home to replacement care (each way)?**



**What transport do you, or the person you care for, use to get from/to the replacement care provision?**

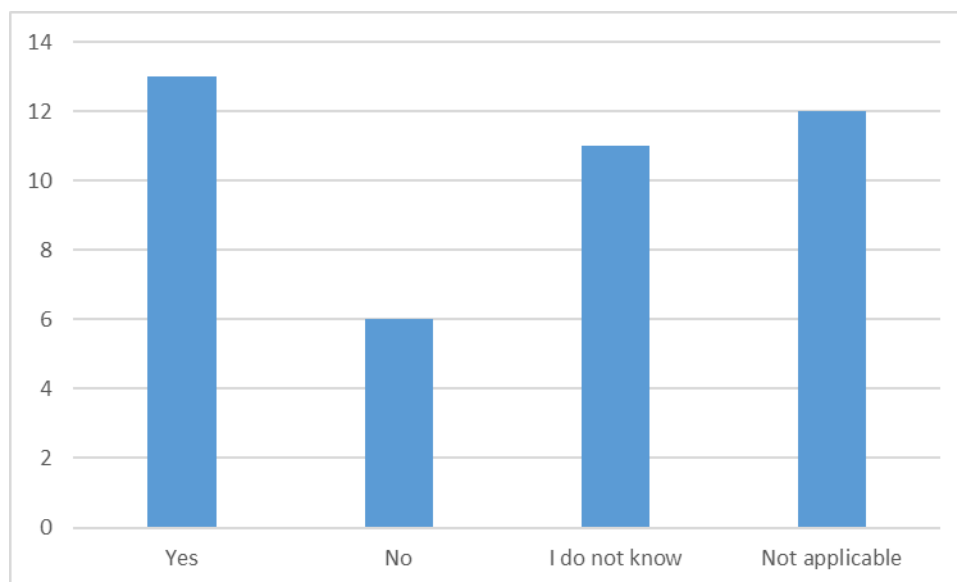
- 14 people responded that the Council provides transport
- 19 people responded that Family provide transport
- 2 people responded that Day Centre provide transport
- 4 people responded that they use other methods (for example taxi or walking)
- 3 people did not respond

**Would your current transport arrangements change if the replacement care location was moved from Worth Crescent in Stourport-on-Severn, to Pershore or Worcester?**



- 49% of responses said that their current travel arrangements would change if the replacement care location was moved from Worth Crescent in Stourport-on-Severn, to Pershore or Worcester. (This does not include the Not Applicable responses)

**Would your current transport arrangements change if the replacement care location was moved from Pershore Short Breaks (Station Road) to Worcester?**



- 43% of responses said that their current travel arrangements would change if the replacement care location was moved from Pershore Short Breaks (Station Road) to Worcester. (This does not include the Not Applicable responses)

**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?**

- Of the 32 responses received, the breakdown is as follows:

Cost	1
Council would still organise the transport?	1
Distance travelled	6
Don't know	4
Family would continue to provide transport.	1
Family would no longer be able to provide the transport	4
It wouldn't change.	1
No change	8
Other	2
Public transport would no longer be an option	4