


SD-40

POLICY AND PROCEDURE

Respite Services

Approved by:



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Carriglea Cáirde Services

Procedures Manual

Title: RESPITE SERVICES

1.0 Scope

1.1 The procedure for managing respite services.

2.0 Aims and Values

2.1 To support families and carers by providing short residential breaks for service users.

2.2 To provide a quality service that is equitable and appropriate to each person who avails of the facility.

2.3 To endeavour to make each break a positive experience for participants.

3.0 Contents

6.0 Applications for Respite Services

7.0 Respite Services-White Strand

8.0 Carriglea Respite Services

9.0 General Requirements

10.0 Safety Procedures

4.0 Referenced Documents

SD-04 Admissions, Transfer and Discharge Policy

SD-39 Residential/Respite Service Users' Finances and Service User Accounts

C4-58 Service User's Agreement- Respite.

C4-66 Service Users' Accounts- Respite

C4-59 Respite Personal Possessions List

C4-83 Details for Respite Break Form
Person Centred Plan

5.0 Responsibilities

5.1 Management and all staff.

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6.0 APPLICATIONS FOR RESPITE SERVICES

- 6.1 Initial applications for respite services by those who do not already attend Carriglea Cáirde Services, should be directed to the Chief Executive, chairperson of the Admissions, Transfer and Discharges committee.
- 6.2 Such applications will be considered by the Admissions, Transfer and Discharges committee and if the applicant is deemed to comply with admissions criteria to use services (see *Admissions Transfer and Discharges Policy*), the relevant senior services manager will liaise with the family to establish the level of need and the availability of bed nights.
- 6.3 Day service users of Carriglea Cáirde Services who wish to avail of respite services should apply to the relevant Senior Services Manager.
- 6.4 Prospective service users and their families are welcome to visit the service location by appointment prior to availing of the service.
- 6.5 A written agreement will be drawn up and signed by the applicant and/or his/her representative, outlining the terms and conditions attaching to the respite service. See *Service User Agreement-Respite Form*.
- 6.6 The offer of a break of particular duration does not imply the right for a service user to stay in the home longer than the original term agreed.
- 6.7 Breaks are subject to availability and Carriglea Cáirde Services reserves the right to refuse admission or placement to any service user whom the manager feels would be inappropriately placed in the service or for whom the required skills or resources are not available.
- 6.8 New referrals for respite services are accepted on the basis that all information provided in relation to care needs and background history is accurate.
- 6.9 Carriglea Cáirde Services endeavours to give equal opportunities to all eligible persons who apply for respite services. When demand is greater than the amount of service available, available bed nights are allocated taking into account the individual circumstances of the applicants and their families. The allocation of available respite nights will be prioritised accordingly.

7.0 RESPITE SERVICES -WHITE STRAND

- 7.1 Overnight respite services are provided at White Strand Respite House at the Clonea Road, Abbeyside, Dungarvan. This service is provided generally to applicants who require a low to medium level of support.

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- 7.2 Staff are on duty in this house at all times. However during night-time hours, there is no night awake staff – staff sleep-over in the house with service users.
- 7.3 Service users who require night awake supervision generally can not be accommodated in this service, unless appropriate funding is made available.
- 7.4 The allocation of respite nights is planned in advance for six-month periods, by the White Strand management team, the Social Worker and Administrator/Quality & Standards Manager.
- 7.5 Service users and families are consulted with in relation to their preference for particular dates, friends they would like to share the break with and any other preferences or suggestions. However, even-though every effort is made to accommodate preferences, no commitment can be made to facilitate specific requests.
- 7.6 Allocation of bed-nights is done as equitably as possible based on the number of funded bed-nights and the demand for services.
- 7.7 The maximum number of service users that can be accommodated is five. However, the number may be reduced in accordance with the support needs of individuals, in order to allow staff to provide safe and suitable care to all participants.
- 7.8 The maximum number of consecutive nights possible is 7 nights. However, most breaks consist of 3 to 4 night periods.
- 7.9 Families are communicated with regarding the allocation of respite nights and if a service user does not wish to avail of a particular break offered, it may be possible to offer alternative nights. Families should inform the manager in advance, if they do not intend to avail of a break as cancellations may be offered to another applicant.
- 7.10 Service users continue to use their normal day service between 9 am and 4 pm Monday to Friday for the duration of the respite break.
- 7.11 Staff should hold a service user meeting on the first evening of the stay to discuss and plan menus, outings and recreational activities for the duration of the stay. A record should be kept of these meetings. House rules/protocols should also be discussed with service users and fire safety provisions explained.

8.0 CARRIGLEA RESPITE SERVICES

- 8.1 Respite services are offered at Carriglea Residential services to applicants who require a medium to high levels of support.
- 8.2 Respite services are provided within a residential home where other service users are in long term residency.

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- 8.3 Requests for respite services are made to the Senior Services Manager/Clinical Governance Lead, who allocates nights on a six monthly basis.
- 8.4 Breaks are generally up to one week in duration. However, as Carriglea Residential Services operates all year round, it can be possible subject to availability to receive a continuous break of up to two or three weeks.
- 8.5 Service users who receive day services outside of Carriglea Cáirde Services generally only receive respite services at week-ends.
- 8.6 In the event of an unexpected need for respite support by a family, the Senior Services Manager/Clinical Governance Lead should be contacted and every effort will be made to accommodate an unplanned respite break.

9.0 GENERAL REQUIREMENTS

- 9.1 An assessment of need is carried out for each service user by completing the Information Gathering Tool in the Person Centred Plan. This is done in conjunction with the person his/her family, day service staff, respite service staff and the multi-disciplinary team if appropriate.
- 9.2 A financial contributions towards the cost of the stay applies in the event of a person availing of more than 30 nights in any rolling 12 month period.
- 9.3 Managers and staff of the respite service should liaise with relevant staff in day services in relation to planned respite dates for service users. There should be ongoing communication between day service staff and respite service staff in relation to the health, welfare of the service users for the duration of the respite break. On commencement of every respite break, relevant details of a service user's Person Centred Plan should be communicated by day service staff to the respite service in order that care plans and goals/action plans are co-ordinated effectively. Each person will bring his/her Person Centred Plan from day services to respite services on a daily basis and staff of both services will complete the service user daily report form.
- 9.4 Before every planned respite break a manager from the respite services will contact the main carer to ascertain if there have been any changes to the service user's medication or support requirements, since the last break. Families are requested to complete a *Details for Respite Break* form before each respite break.
- 9.5 Any additional care plans which may be required for respite services which are not normally used in day services (e.g. sleep support plan) will be completed by the staff of the respite service.
- 9.6 Unless a participant is coming directly from Carriglea Cáirde Services day services or leaving directly to Carriglea day services, those offered a respite break should make their own transport arrangements for getting to and from the Services.

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- 9.7 Those who are currently availing of a day place within Carriglea Cáirde Services will attend that day service during the respite break.
- 9.8 Any medication, which the person is currently taking, should be brought with him/her, in the original pharmacy container or in blister pack. This should be accompanied by a letter or Drug Kardex signed by the GP confirming details of current medication - including PRN medication. If a service user wishes to self-administer medication, a risk assessment and competency assessment must be completed. A locked press is made available for safe storage of the medication.
- 9.9 Those using respite services should bring sufficient appropriate clothing, towels and toiletries for the duration of the stay.
- 9.10 All items of clothing and towels should be marked with a name tag to prevent loss in the laundering process. A checklist of clothing and personal items (*Respite Personal Possessions List*) is completed on each admission and items checked and signed for by the staff that assists the service user to pack their personal possessions on leaving. In the event of any item being unaccounted for, staff must make every effort to locate the missing item.
- 9.11 All service users should bring pocket money to be used in the event of an outing or need to purchase a personal item. If the service user requests staff to hold their personal money for safe-keeping, the amount of this money should be recorded by staff on the *Service Users' Accounts – Respite form* and kept in a cash box in a locked cabinet. Receipts for any purchase made while on the respite break must be photo-copied. The copy is retained by the services and the original receipt is provided to the person at the end of the stay. The service user or a family member must sign the *Service Users' Accounts – Respite form* to acknowledge any cash handed back. See policy and procedure on *Residential/Respite Service Users' Finances and Service User Accounts* for further detail regarding correct procedures for managing service users' finances.
- 9.12 If the service user requires a special diet or has any other specific requirements the main carer should provide details of same on admission.
- 9.13 If the service user requires incontinence wear, a sufficient supply for the duration of the stay should be provided by the carer/family.
- 9.14 Before each respite break, the family/main care is responsible to provide the contact details of a person who the Services can call in the event of an emergency. This must be carefully recorded in the Person Centred Plan.

10.0 SAFETY PROCEDURES

- 10.1 On the first evening of every service user's stay in the respite service, staff should inform them of:
- the fire evacuation procedures

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- how to call for help, should they require assistance
- the alarm system in the house
- House rules regarding respecting other service user e.g. not entering the bed-room of another service user without permission.
- any other relevant safety features

10.2 An individual evacuation plan should be put in place for any service user deemed to require such a plan.

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