

SECTION B PART 1 - SERVICE SPECIFICATIONS

Service Specification No.	01/MRFH/0010
Service	Short term breaks – overnight residential
Commissioner Lead	CCP for Maternal, Reproductive & Famil Health
Provider Lead	
Period	30 th September 2012 to 29 th September 2015
Date of Review	

1. Population Needs

1.1 National/local context and evidence base

Aiming High for Disabled Children: better support for families (AHDC – DFES/HMT, May 2007) is the Government’s strategy for transforming Services for disabled children, young people and their families. The development of short breaks is a central component of this programme.

This Service Specification is designed to promote the Government’s strategy and NHS Dorset, Bournemouth and Poole and Children’s Services Dorset County Council’s programme to provide an increased and varied range of provision of short break schemes for children who are disabled and or have complex health needs which will:-

- Provide positive experiences for the child/young person;
- Be inclusive and focus on the needs of the child/young person based on their wishes, the family context and environment and being mindful of individual child and family beliefs and customs
- Improve access for those groups who have historically found it difficult to access short breaks;
- Enhance “family life” by ensuring that carers are supported to undertake their role;
- Be local and accessible and
- Deliver the core offer standards as set out by Aiming High for Disabled Children relating to information, transparency, assessment, participation

and feedback and the associated National Indicator for Services for disabled children (NI54)

The residential short breaks commissioned by NHS Dorset, Bournemouth and Poole and Children's Services Dorset County Council will focus on:

- Promoting positive and meaningful outcomes and opportunities for the child/young person;
- Promoting peership and friendships and encouraging social activities, new experiences and consistent, supportive relationships with carers;
- Promoting inclusion and additionally;
- Providing culturally appropriate provision that meets the racial, cultural, linguistic and religious needs of disabled children and their families and
- Ensuring that provision is available on a planned and regular basis and at the times when families and young people, need breaks – to include weekends and holiday provision and persons of crisis.
- Providing provision at short notice and crisis situations where possible

NHS Dorset is seeking to contract with a Service Provider for short break overnight residential services.

1.2 NATIONAL POLICY

- The National Service Framework for Children Young People & Maternity services (2004) Children Act (2004)
- *Every Child Matters* - Change for Children programme 2004
- Standards for Better Health (2004)
- Our Choice, Our Care, Our Say (2006)
- Aiming High for Disabled Children (2007 DCSF.DH)
- The Children's Plan (Department of Children, Schools and Families, 2007)
- Darzi review (October 2007)
- Better Care Better Lives (DH 2008)
- World Class Commissioning. (DH 2008)
- Healthy Lives, Brighter Futures (DCSF, DH 2009)
- Transforming Community Services (DH 2009)
- The Operating Framework for the NHS 2010-11
- Working together to safeguard children (HM Government 2010)
- National Framework for Children and Young People's Continuing Care (DH 2010)

1.3 NATIONAL STANDARDS

The services provided will be subject to inspection by the Care Quality Commission or Ofsted.

All services will be required to meet the following:

- Care Quality Commission Core Standards and performance indicators
- NSF Standards for disabled and ill children
- Relevant NICE guidelines
- Children Act (2004) section 11 and other safeguarding legislation
- PEAT (patient environment assessment tool)
- All service provision should be delivered in an appropriate, safe, child/young people centred environment, which promotes effective care and optimises health outcomes
- Essence of Care –Privacy and dignity
- “You’re Welcome”

1.4 LOCAL STANDARDS

- Local Safeguarding procedures
- Local Area Agreement
- Local applicable Primary Care Trust or multi-agency policies and procedures
- CYPP

This Service Specification provides details on the:

- Service Specification requirements for the provision of the short break overnight residential short breaks and;
- Performance management requirements.

The short break schemes described in this Service Specification relate to **specialist overnight** provision for children and young people aged 8-18th birthday with complex health needs, a severe learning disability and/or profound or multiple learning difficulties (including additional physical disabilities) to be provided under a Service Contract:

2. Scope

2.1 The Service shall meet OFSTED requirements (or Care Quality Commission as appropriate) regarding provision of children’s residential care in line with the Care Standards Act 2000 and the Children Act 1989.

2.2 AIMS AND OBJECTIVES OF THE SERVICES

The aim of the service provision is to improve the outcomes achieved by children and young people who are disabled and their families, by providing high quality overnight residential short breaks offering age-appropriate, enjoyable and stimulating activities of the child or young person's choice in a safe, homely setting with a particular focus on:

- Supporting and strengthening families by giving them a worry and stress free break from their caring responsibilities, where families can feel confident that their child is safe and in competent and caring situations;
- Improving disabled children and young people's confidence, development of life skills, sociability and emotional wellbeing so that they enjoy life and achieve to their optimum potential;
- Helping disabled children and young people to develop wider social and emotional skills;
- Developing personal resilience to successfully deal with all life experiences and transitions;
- Developing social and emotional skills to enhance ability to establish and maintain positive one to one and group relationships outside the home;
- Extending horizons through new experiences, development of new skills;
- Developing independence and positive self identity, mutual respect and empathy;
- Giving more children and young people who are disabled the social skills, confidence and aspiration to support their entry into education, further education, employment and training and
- Enabling parents/carers to take up employment, education or training if they so wish, by providing regular planned short breaks.

2.2.1 The primary care trust is proposing to commission the Services from a Service Provider with an emphasis on covering weekend and school holiday periods and the opportunity to access emergency respite at very short notice.

2.2.2 The Services should be available 24 hours a day for 13 weeks per annum during school holiday times and from 09.00 to 09:00 for 39 weeks in school term time with the flexibility to cover limited periods either side of these times in the event of an unexpected interruption to normal routine, e.g. School closure, delay in school transport. Short breaks may be for a weekend, a single night, a 24 hour period or longer as agreed with the family and the referrer. Families specifically request that they are seeking carers who have the appropriate skill set to undertake the role with qualities of patience, consideration, understanding and caring, empathy, fun, non judgemental, trustworthy, respectful, consistent and appreciative of family boundaries. They would like regular consistent carers supporting their children who can build appropriate relationships with their child and to avoid numerous faces and carers into the care package. They would expect that all carers are sufficiently trained and capable to use equipment specific to their child's needs in accordance with care plans.

2.2.3The Service Provider shall provide most breaks on a planned basis but there should be the flexibility to provide a short break at very short notice to respond to a family emergency or crisis. Families are also seeking support and access to residential services for periods of post operative recovery when appropriate.

2.2.4Where required, the Service Provider shall provide a 1:1 ratio of carers to child/young person

2.2.5The Service Provider should provide suitable safe and escorted transport as required for the child/young person to and from the short break setting.

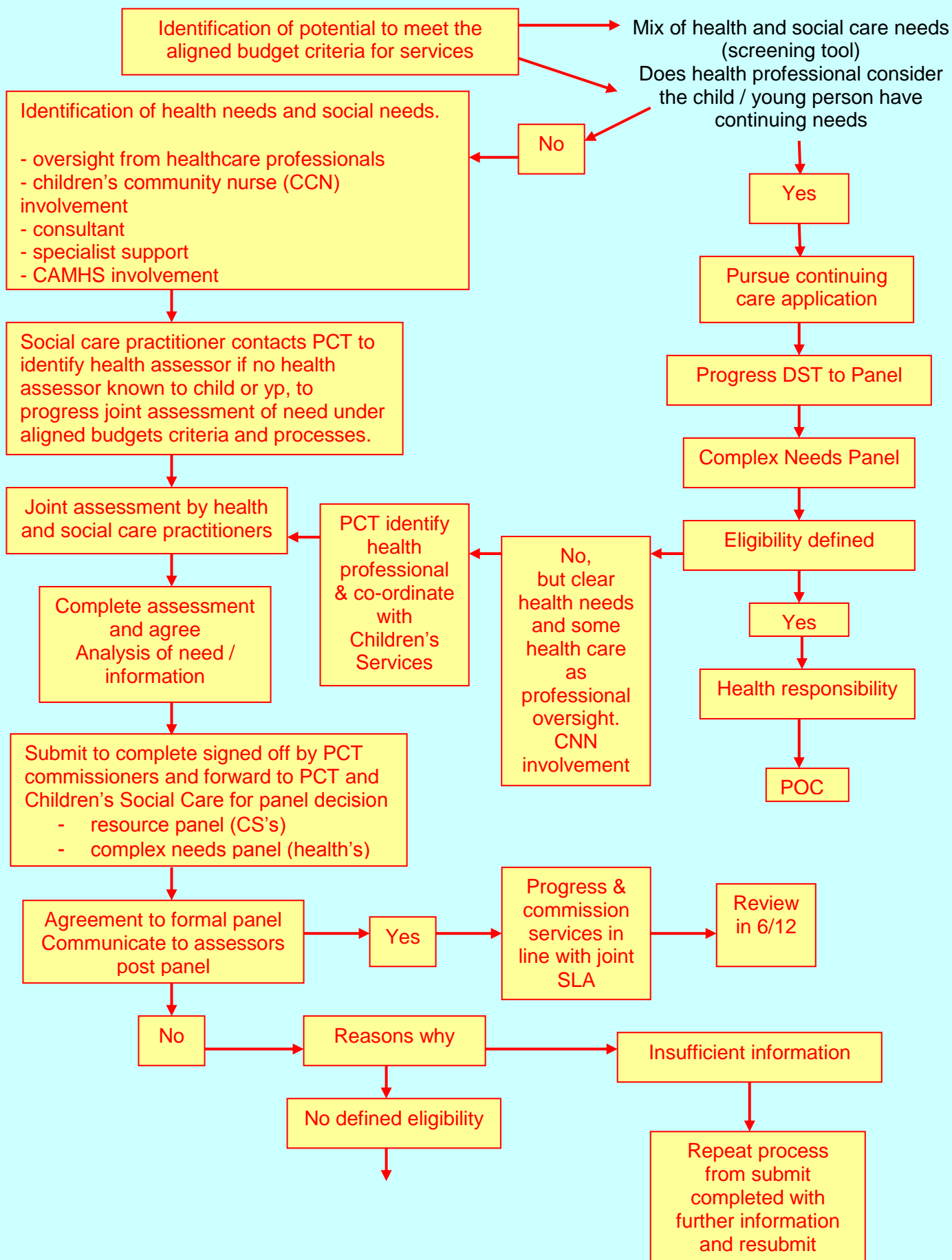
2.2.6In the event of a breakdown in the care arrangements, the Provider will be responsible for ensuring that appropriate cover is provided and funded by the provider at no additional cost to the Purchaser and make all endeavours to make alternative arrangements with other care Providers in full consultation with the family.

2.2.7The Service Provider should identify individual health, social or emotional needs, and draw up an individual short break care plan for each child/young person in partnership with the referrer, child/young person and their family. The care plan should identify clear goals linked to the five Every Child Matters outcomes and demonstrate how these will be achieved through activities and support provided during the short break.

2.2.8The Service Provider should review each child/young person's care plan at least every six months and sooner if appropriate.

ALIGNED BUDGETS CARE PATHWAY

(Locally implemented March 2010)



Discussion between PCT commissioners & team managers to consider options & resolve if possible

2.3 SERVICES TO BE PROVIDED (overarching)

Advise c/yp/family carer of outcome

2.3.1 The primary care trust is seeking to develop Services which will work with parents, carers and other agencies to provide high quality short breaks which holistically meet the needs of the child/young person within the ethos of the Aiming High agenda.

2.3.2 The Services include overnight residential short breaks.

2.3.3 The Services delivered shall be on a planned basis at the times when families and children/young people need support, including, but not limited to evenings, weekends, holiday provision.

2.3.4 The Services provided shall be flexible and include the provision of emergency short breaks for family emergency or crisis situations e.g. in the event of a child's main carer being ill or other crisis situation.

2.3.5 The Services should provide access to activities, organised leisure, sport and outings that are age appropriate or appropriate to the child or young person's developmental functioning and of the child/young person's choice.

2.3.6 The Services should provide an opportunity for peer group interaction and inclusion – children and young people shall be helped to make friendships during their short break experience.

2.3.7 The Services should meet the personal care and specific nursing interventions where specified, and holistic needs of children/young people within the short break setting.

2.3.8 The Services delivered shall provide good learning experiences matched to the assessed needs of the individual. The Services provided to children and young people who are disabled shall support them through key transitions, including entering education, further education, employment and training and moving into adulthood.

2.3.9 There should be appropriate equipment within the short break environment or family setting which is necessary to fulfil the identified individual needs of the child/young person.

2.3.10 Service Providers should ensure provision of suitable and escorted transport where specified within an individual plan for the child/young person to and from the child/young person's short break setting.

2.3.11 The Services should ensure that the child's/young person's care is informed by detailed planning activities and should draw up an individual care plan for

each child/young person utilising external resources to the residential environment when appropriate.

2.3.12 Service Providers shall work with other agencies to help inform and develop care plans which integrate the short break experience with other aspects of the young person and their family's life.

2.3.13 Services should add value to existing provision. The primary care trust also welcomes Service Providers who can add value beyond the trust's funding for the Services.

2.4 PRINCIPLES OF SERVICE DELIVERY

The delivery of the Services shall meet the following principles:

- Children and young people who are disabled shall be supported to achieve maximum independence where appropriate;
- Children and young people who are disabled people shall have appropriate systems and support specific to their individual and detailed needs to enable them to communicate effectively whilst in their short break Service, including communicating their views about the Service;
- The Service shall be provided in partnership with parents/carers, fostering a relationship of mutual respect;
- Parents and carers shall receive, after each short break episode, appropriate feedback about their child/young person's short break experience;
- Children and young people who are disabled shall have the opportunity to participate in planning and decision making about the short break service they receive and their views, however expressed, shall be routinely gathered and recorded;
- Children and young people who are disabled and their families shall be continuously involved in Service design, delivery and development;
- Services should be provided in a way that promotes positive health and healthy lifestyles (e.g. healthy eating, exercise) and empowers and supports Children and young people who are disabled to take responsibility for their own health and wellbeing where appropriate;
- Services shall support the development of Person Centred Planning for all young people with a learning disability in Dorset especially those preparing for transition into adult Services
- Service Providers shall share information on individual children or young people where it will improve support or outcomes for that individual, in line with the Children and Young People's Trust information sharing protocol.

2.5 LOCATION OF SERVICES

2.5.1 Services shall be provided at locations agreed between the parties which shall be based in accessible venues in and around the NHS Dorset locality area. A child, young person and family centred ethos should be visible in all Services and settings.

2.5.2 Settings and locations should enable disabled children and young people to experience and enjoy activities that are similar to their non-disabled peers.

The Service Provider shall ensure that:

- The environment is friendly, homely, safe, secure, comfortable, caring, stimulating, fun and nurturing;
- Both single and shared rooms are available dependent on individual needs and
- There is access to a wide range of stimulating activities both within the residential environment and the wider community.

2.6 ELIGIBILITY CRITERIA

2.6.1 The Services shall be provided to children and young people, aged between 8 years and up to the young person's 18th birthday, with complex health needs, a severe learning disability and/or profound or multiple learning difficulties (including additional physical disabilities.) – who are referred by a professional working for NHS Dorset, Bournemouth and Poole and/or Children's Services Dorset County Council).

2.6.2 The need for a short break will have been determined by the referrer through a clear assessment and planning process and will take account also of the child/young person's wider social and family context.

2.6.3 The amount of Service provided to any individual shall be based on individually assessed need.

2.6.4 NHS Dorset welcomes collaborative approaches between non NHS and NHS Providers in order to ensure access for children with complex health needs. This may include children with neuromuscular conditions, acquired brain injury, life limiting conditions or technology dependent children.

2.7 ACCESS

2.7.1 Access to specialist short break provision as detailed in this specification will be via referral from a professional working within NHS Dorset, Bournemouth and Poole and/or Children's Services Dorset County Council) and informed by

a robust assessment of needs in conjunction with users, parents/carers and other professionals.

2.8 EXCLUSION CRITERIA

2.8.1 Children who do not meet the care group definitions and children referred and admitted to any of the providers services without being subjected to the agreed referral pathway and panel process will not have funding agreed by NHS Dorset, Bournemouth and Poole.

2.9 EXCLUSIONS

- Behaviour should not be so extreme as to cause an unreasonable risk to other young people and
- Children and young people who need constant medical care and oversight from a hospital based team.

3. Applicable Service Standards

3.1 SERVICE STANDARDS

3.1.1 The Service should be registered with OFSTED or the Care Quality Commission as appropriate and exceptions will apply.

3.1.2 The Service Provider shall operate within the policy and practice framework of the Local Safeguarding Children Board and the local Safeguarding Procedures Policy. All staff (including volunteers) involved in delivering the Service are required to:

- Have an up to date enhanced CRB in place;
- Comply with the requirements of the “Safeguarding Vulnerable Groups Act 2006” (Ref. Schedule to the Contract).

3.1.3 Service Providers shall ensure that the following standards are met:

- Staff and carers (including volunteers) are trained and competent in first

aid including paediatric resuscitation and that this is updated at least every two years. Agencies or organisations with more than one worker must ensure at least one person with first aid training including paediatric resuscitation is available when providing short breaks;

- New staff and carers undertake a formal induction programme and must meet the statutory and obligatory Induction Standards within twenty four weeks of appointment or approval. Evidence of this shall be provided to the Purchasers;
- Staff and carers (including volunteers) are deemed competent to work with the children/young people within their care. The Service Provider must have in place minimum standards for assessing and assuring staff competencies. Staff and carers shall be expected to meet these standards within 12 months of approval, and existing short break carers by April 2011. Evidence of this shall be provided to the Purchasers;
- Staff ratios and qualifications shall meet the needs of the children and young people within the provision of their care at any one time.

3.1.4 Service Providers intending to offer offsite activities such as trips must work to the specified Regulations and Guidance. If these are Hazardous Pursuits then they must work to NHS Dorset, Bournemouth and Poole risk management accepted Standards and Guidance.

3.1.5 Service Providers shall carry out a risk assessment for each child/young person when they first present to the Service which shall include assessment of any risk which may be presented to Personnel, the Service Users or the public in the provision of the Services. This shall include liaising with the child/young person's key worker/ lead professional about the child/young person's needs/current care. Service Providers shall take all reasonable steps to minimise risks in line with current legislation and regulations. A copy of all Risk Assessments shall be provided to the key worker/ lead professional representative. Where a risk is identified, a plan to ensure safety shall be developed and recorded, before the Service commences and the plan shared with other relevant Personnel and Service Users.

3.1.6 Service Providers shall have in place policies and procedures covering health and safety, confidentiality, managing challenging behaviour and handling complaints and others in line with statutory requirements.

3.1.7 Service Providers shall ensure that the children and young people who are disabled in their care have the correct medicine administered to a current prescription and that clinical procedures are safely administered and appropriate therapy and behaviour management are carried out by staff and carers who are trained and competent.

3.1.8 In the event of a medical emergency, it is imperative that the child/young person is seen as soon as possible by a qualified medical professional. Providers are required to ensure that workers contact the responsible parent/carer immediately and should always have an alternative contact in the event the

parent/carer is unavailable.

3.1.9 Service Providers shall notify the purchasing representative immediately of any accidents/incidents relating to the Services provided.

3.1.10 Providers must ensure in the case of any transport provided, whether directly or via another agency, that children/young people are protected and transported safely and in line with the following conditions:

- A risk assessment has been undertaken;
- The driver has a clean, valid licence, Enhanced Criminal Records Bureau (CRB) check, and current vehicle insurance appropriate to the type of Service being provided. The number of passengers must never exceed the insured or licensed maximum
- Where an Escort is provided, the Escort has a Enhanced CRB check, and has appropriate training to meet the needs of the children/young people they will be escorting
- The vehicle(s) is/are suitable for the needs of children/young people to be carried, including having seat belts, personal restraints or appropriate specialist equipment which conform to the relevant British Standard/ EU Standard and which are used in all instances.

3.2 SELF CARE, PATIENT AND CARER INFORMATION

3.2.1 The provider will be involved in the review and evaluation of care packages for children on their case load with other professionals, at each contact and at the request of the patient or carer.

3.2.2 When larger multiagency meetings are needed the provider is expected to be involved. These meetings will be to review packages of care. The date of the next review will be set and recorded.

3.2.3 Multiagency review of the care plan will include:

- The relevance and appropriateness of current care package
- The effectiveness of care plans
- Any newly identified needs
- Patient satisfaction with the care
- Modality and frequency of all therapies and support
- Activities of daily living/social care support
- Medication – how monitored/reviewed
- Risk assessment procedures and crisis/urgent response

3.3 DISCHARGE PLANNING

3.3.1 The provider will develop a package of support with the child and family, and share this and its costing with the Commissioning Manager. Once agreed this will then be funded based on the funding agreement with the provider. Any admissions of children that fall outside the agreed package of support will require authorisation by a commissioning manager in advance, unless as a result of urgent/end-of-life/crisis support.

3.3.2 It is recognised that packages of support may vary to that predicted and as a result, plans may need to be reviewed more regularly than quarterly. Similarly children/families may wish to be discharged at their choice and it will be the responsibility of the lead commissioner to find alternative provision if this is needed.

4. Key Service Outcomes

Aiming High for Disabled Children: better support for families (AHDC – DFES/HMT, May 2007) is the Government's strategy for transforming Services for disabled children, young people and their families. The development of short breaks is a central component of this programme.

5. Location of Provider Premises

The Provider's Premises are located at:

[Name and address of the Provider's Premises OR details of the Provider's Premises OR state "Not Applicable"]

6. Individual Service User Placement

[Insert details including price where appropriate of Individual Service User Placement]



NHS Dorset
and NHS Bournemouth and Poole