

## DORSET COMMISSIONING PARTNERSHIP

# DORSET CARE FRAMEWORK

### **SERVICE SPECIFICATION: SHORT BREAKS FOR CARERS**

**Segment 1**

**Lot 6**

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## **1. Introduction**

- 1.1 This specification should be read in conjunction with the Commissioning Intentions document, the Dorset Care Framework Overarching Service Specification (Document 1), Service Specification: Care and Support at Home (Segment 1, Lot 1), and additional information provided within the appendices. These documents will form part of the final contract for successful bidders.
- 1.2 The Care Act 2014 strengthens the rights and recognition of Carers in the social care system, including giving Carers the right to receive services. This document specifies the requirements which apply to the provision of a Short Breaks for Carers service.

## **2. Aims and outcomes of the service**

- 2.1 The aim of the service is to provide Short Breaks / Support solutions for individual Carers to have respite for a specified period of time. This enables the Carer to take a break from their caring responsibilities and to provide social and any necessary personal or domestic care for the cared for person, which may be required whilst they are present to provide the break.
- 2.2 The expected outcomes of this service shall be to:
- Enhance the Carer's physical and psychological health and well-being through receiving the service.
  - Ensure the ongoing ability of Carers to provide Care and Support to the Cared for Person through receiving the service.

## **3. Description of the service**

- 3.1 The Provider will attempt to ensure there is best fit between the Care and Support at Home Worker, the Carer and the cared for person. Where possible the Provider will provide the Short Breaks service in conjunction with any other care funded by the Commissioning Partners.
- 3.2 Carers will usually be allocated a maximum of **20 hours** per Carer, per quarter. Quarters are fixed in line with the financial year.

April – June	<ul style="list-style-type: none"> <li>Carers will usually be allocated a maximum of 20 hours per Carer, per quarter. Quarters are fixed in line with the financial year.</li> <li>Any unused allocation of hours <b>cannot</b> be carried over, the allocation is renewed each quarter.</li> <li>Invoicing will be in line with terms of main framework contract.</li> </ul>
July – September	
October -Dec	
Jan-March	

- 3.3 Carers will agree with the Provider a pattern of delivery to meet their specific needs and the availability of the service. For example, this could result in multiple hours or short breaks of only an hour. Additional hours can only be authorised by the responsible Commissioning Partner.
- 3.4 Services shall be flexible and responsive to the needs of Carers where possible and within the budget/ hours allocation.
- 3.5 SBS Providers have the responsibility to keep track of this to support transparent invoicing.
- 3.6 Services provided will conform to the requirements of the service specification for Care and Support at Home in addition to this service specification.
- 3.7 The service will NOT be used for:
- Overnight breaks except in exceptional circumstances where a night Short Break is required, approval must be sought from the responsible Commissioning Partner prior to the service being delivered
  - Provide a service to Carers of children i.e. where the child is the recipient of care
  - Provide a service where the Cared for Person is left in charge of dependent children unless previously identified within the Care and Support Plan that the Cared for Person has the appropriate capacity to maintain appropriate parental responsibility
  - Babysitting the Carer's and Cared for Person's children.
- 3.8 Following the periodic review of the Carer's needs by the responsible Commissioning Partner, any changes in need or provision will be notified to the Provider.

- 3.9 The Provider shall carry out an initial home visit and risk assessment before the Cared for Person/Carer is provided with a service.

#### **4. Service access and commissioning**

- 4.1 The service will be available to Carers who have received a Carers Assessment from the responsible Commissioning Partner, and who been determined as requiring a Short Break service.
- 4.2 The service will be offered to eligible Carers irrespective of their age, gender, sexual orientation, physical disability, culture, ethnic origin or social status.
- 4.3 Referrals to the service must be made through the responsible Commissioning Partners' Brokerage Team, Operational Team or Out of Hours Service.
- 4.4 The referral will include the following information which will be made available to the Provider:
- The nature of the Cared for Person's condition and their Care and Support Plan
  - The frequency, if known, with which they will need to use this service, e.g. on a regular basis or occasionally.
- 4.5 The Carer will be responsible for keeping track of their hourly allocation however some carers will need help from the provider in order to do this. The provider will put in place practical arrangements which assist communication about their quarterly hourly allocation where required.

#### **5. Exceptional and emergency hours**

- 5.1 In exceptional circumstances e.g. bereavement, illness etc. the Provider can arrange **exceptional hours** over and above the 20 hours' allocation. Exceptional hours provision must be authorised in advance by the responsible Commissioning Partner.
- 5.2 In case of emergency, for example an accident to a Carer, the Provider should advise the responsible Commissioning Partner at the earliest opportunity in order for an appropriate Care and Support at Home intervention to be provided.
- 5.3 Use of exceptional and emergency hours are to be recorded by the Provider and will be closely monitored by the Commissioning Partners and usage restricted if it

appears the hours are being misallocated. Where unauthorised hours are provided this will be funded under a private agreement between the Provider and the Service User and the responsible Commissioning Partner will not pay.

## **6. Quality monitoring**

- 6.1 Services and/or interventions will be monitored in line with Appendix 1: Care and Support at Home Quality Monitoring Standards.
- 6.2 In addition Providers records on the number of hours delivered each quarterly period will be requested as part of audit checks.
- 6.3 Providers are required to request specific feedback from carers periodically about their experience of the quality of service and any improvements which could be made.

## **7. Performance monitoring**

- 7.1 The performance monitoring measures are set out below and should be submitted on quarterly basis to the responsible Commissioning Partner.

KPI Reference	Measure	Quarter 1	Quarter 2	Quarter 3	Quarter 4
R1	Number of Carers accepted into the service				
R2	Number of Carers declined and why				
R2	Number of Carers and Service Users with combined service				
R3	Number of Carers requiring in excess of 20 hours per quarter				
R4	Response to emergency referrals within 24 hours (weekdays)				
R5	Number of Carers who received the service on the dates they requested.				
R6	Number of Carers who received first visit within 2 days of the date they requested.				
R7	A service plan / support solution, with outcomes agreed with the Cared and Cared for Person within 5 working days of home assessment..				

- 7.2 This supports the Commissioning Partners overarching performance monitoring framework. See Appendix 3.

## 8. Award/Call-Off Process

- 8.1 The Commissioning Partners wish for providers to sign up to provide short breaks at the pricing indicated in the Pricing Schedule for Care and Support at Home and to indicate which area(s) they are able to provide the services. Short Breaks will be brokered on the basis of those providers who can meet the needs of the Carer in the geographical area and have capacity/availability to provide the package in the required timescales.