



Replacement Care/Respite Service User Engagement Report April 2018.

Introduction



Worcestershire County Council want to find out what people think about the replacement care services they provide for people with learning disabilities.

Replacement Care is also known as Respite Care.

They asked Speakeasy NOW to visit 3 replacement care services. They are all provided by or paid for by Worcestershire County Council.



The Council wanted us to talk with the people that use these services and find out what they think about them.

Speakeasy staff and members visited people in April.

They asked people what they liked about the services they attended.

They asked them if there was anything that they did not like or would change.



Where we visited and who we met

We visited Worth Crescent in Stourport and met with 10 people.

Pershore Short Breaks Unit and met with 4 people.

Lock Close in Redditch and met with 4 people.

How we found out what people thought

Worcestershire County Council had suggested the questions we should ask people.

We put these in Easy Read with simple words and pictures.

Some people were given a copy to look at and read.



Not everyone wanted to see the questions even though they were in Easy Read.



We explained to everyone what we wanted to find out from them.

We used picture cards to show people activities they might like or dislike.



We used traffic light cards to help people join in the conversations.

We asked the staff what was the best way to communicate with people.



Some people had a communication book that we used.

The staff helped us to understand what some people were telling us.



We listened closely to what people were saying and looked at things they showed us.



We watched carefully to see how people responded. We noted if they were happy or sad and if they were interested in what was going on.



We asked questions in lots of different ways to help people understand.



We made lots of notes about what people told us.



We read our notes to people before we left to check we had got things right.



What we found out

Worth Crescent

We met with 10 people at Worth Crescent.



6 of them were able to tell us what they liked about the service.

Most of them had been going to Worth Crescent for a long time.



Many of them knew each other very well and were old friends.

2 people told us that they went to Worth Crescent to give their Mum or Dad a break.



1 person said that going to Worth Crescent had helped her when her Mum died 2 years ago.



She said she had been able to talk with people about her Mum and this had helped because her Dad was sometimes too upset to talk about her.



The staff at Worth Crescent had helped her put a plant in their garden in memory of her Mum. She liked to look at this when she was staying there.



Happy

Everybody at Worth Crescent seemed happy and relaxed.



Some liked to move around the building on their own and go to their rooms from time to time.

Others wanted to stay near to staff and enjoyed attention from them.



They liked to know which staff were working each day. There were pictures of the staff on duty for everyone to see.

A lot of them told us when they were going home and how many more nights they would stay.

They liked to know what was happening and when.

Most of them like to go out as often as they can.



They like to go out to the local pub for a drink.

They like going out different places for a meal.

They like to go for a drive with the staff.



They like to go for walks in nice places such as beside the riverside or in the country.

They like to go for picnics.

They like to go shopping.



They like to go bowling.

They like to visit local towns and parks.

They enjoy helping to prepare meals.



They like the opportunity to make cakes and biscuits.



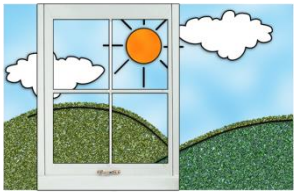
They like doing puzzles and games.

They like to watch TV and listen to music.



Some like to meet their friends and do things together.

Some people liked to be on their own and do their own thing.



Some people preferred to stay inside and didn't always want to go out.

Some like to sit in the garden when the weather is nice.



They like the staff to suggest things they can do. Not everyone can decide what to do or know what they could do.

They do not all have to do the same things.



We watched the people who could not tell us what they liked.

We saw that they liked the staff to speak with them and pay them attention.

We saw that they would move to be by themselves if they felt uncomfortable.



Happy

We saw that they were calm and relaxed and nobody seemed to be unhappy.



Pershore Short Breaks Unit

We saw 4 people here.

Some people had been coming for a long time.

The staff knew people well and knew how to support and communicate with them.

Worth Crescent sometimes has to use agency staff but use the same people when they can so they also get to know the service users well.





Some like to help choose their meals and menu plan



1 man likes to see his friends and misses them if he hasn't seen them for a long time. He finds it hard to keep in touch with them and only sees them when he is in respite.

This man also likes to meet new people and to help them settle in when they arrive.

Most people showed that they were happy there. They gave thumbs up signs and smiled a lot.



People were chatting or communicating with each other in the ways they used. They were making each other laugh.

The atmosphere was happy and relaxed.



Some people like it because it is quiet or they can go their room and be quiet if that's what they want.

2 people were relaxing on their beds and listening to music.



They all have TV's in their bedrooms so they can watch whatever they choose.

Most people like to watch the soaps during the week.



1 person was looking at magazines.



1 person said she didn't like going to the Unit but she missed her Mum and that made her sad.



The staff help her to telephone her Mum so she can speak with her and stay in touch.



We saw that she enjoyed the attention from staff and that they helped her to get out of her wheelchair onto the floor. This made her very happy.



The staff don't have access to transport so they have to walk into Pershore or wherever they want to go.

If there aren't enough staff on duty this will stop people from going out which some don't like.



There are plenty of things to do in the unit and people can choose.

They like art and craft, cooking, listening to music, watching DVD's and using the jacuzzi.



When they go out they like to go for walks, eat out in pubs and cafes or go shopping.

Lock Close

We met with 4 people at Lock Close.



They could all understand and answer the questions we asked.

They decided they wanted to meet with us as a group and answer the questions together.



All 4 people took part and gave their views.

2 members of staff were also present.

They told us they are all friends and enjoy each others company.



They enjoy being able to meet up with other friends from time to time.

They like the building and think it is a very nice place.



They like choosing what they want to do.

They often travel around on the bus which they like.



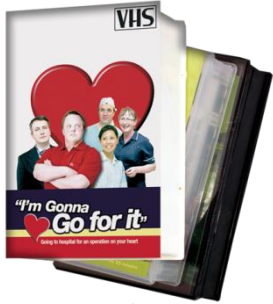
They go to town to look round the shops, eat out and have a coffee.



They like doing things like going to the pub, the cinema and bowling.



On Friday nights they go to a disco nearby called Father Bob's.



On Sunday evening they sometimes have a pyjama party and have their tea watching films on TV.



They like listening to music in the sensory room.



Some like to help with household chores like loading and emptying the dishwasher, using the washing machine and helping to cook Sunday lunch.

They like choosing the bedroom they will sleep in.



1 person told us that their Mum does not let them have friends to their house so Lock Close staff take them to Bromsgrove to meet up with their best friend.



Some people said they do not cope well with changes and if there are staff changes at Lock Close they get upset.



They are helped to manage their stay by being told before they come which room they will stay in and the staff who will be on duty.



Nobody could think of anything they would change or like to be different about their stays.

The important things we learned.



Not everyone who uses a replacement care service understands why they are there.

This can make it hard for them to be happy. They miss their families or carers.



It might make them anxious about when and if they are going home. They need a lot of reassurance about this.



It is important that they feel safe and secure.



It helps if they know the staff well and know what to expect.

It is good if the staff know and understand the people using the service.



They can help people who are having a bad time or feeling sad or unhappy.

The relationships people have with replacement care staff are important.



People are different and not everyone wants the same things.



People may like to use replacement care as they get a chance to meet with friends and do different things.



Other people may want to be on their own and do their own thing.

Not everyone wants to be in a group.



Being able to make choices is good and helps people to feel in control of things.



People did not have other experiences of replacement care that they could compare their present service with.