Q Will the short-term/interim short breaks service run for a year and then finish?

A Service users and their carers will have a review of their needs from January 2017. This review will check if service users need the in-house service for people with complex needs. If service users do have complex needs they will continue to use the service at Mathieson Road. If service users don’t have complex needs, the service at Tower Drive will provide a short break until other community options or the Shared Lives service has been set up for that person and their carer. To allow enough time for this to happen, the short term/interim service will run until April 2018.

Q Is it all about money?

A No, the current short breaks service finds it difficult to respond to emergencies. There will continue to be an emergency bed with the new short breaks service.

Q What about the 2% increase in Council tax can this not be used for this service?

A The budget proposals already take this increase into account.

Q Who makes the decision [about if a person is “eligible for the complex service]?

A The assessment process is for Adult Social Care. Assessments are completed by workers who already work at the Council and do this work. This is not a process decided by nurses or doctors. Users and carers will be fully involved in this assessment as they are at the moment.

Q What happens if we don’t agree with the outcome?

A This is the same process that we have currently. You can ask for it to be looked at again. Staff will talk to you about the process when the assessment happens.

Q How will you provide a service for people with complex needs in the future?

A Planning for the future needs of service users happens through the transitions process (moving from childrens to adults social care services). We will have to consider if this building is the most suitable place for the service in the future.

Q How do you check shared lives carers? What about visitors?

A There is a vetting process for the carer which takes between 3 and 6 months to complete. There are also checks for partners/relations that live or spend time at the carer’s home.
Questions and Answers from the Family Carers Coffee Morning December 2016

Shared Lives Carers are approved by a panel which is a similar to a foster panel. There will be a faster process for Council/NHS staff if they have already completed some of the checks/training.

**Q What training do shared lives carers have?**

**A** Shared Lives Carers will all have the same mandatory training as MKC staff. If the person has specific needs then the carer will need to have specific training to meet those needs.

**Q What capacity will the shared lives service have?**

**A** We are starting to build the service at the moment now the short-term short breaks service has started. So far 5 people have said they would be interested in becoming shared lives carers.

**Q Is it similar to the “take a break service”?**

**A** Yes, however under “shared lives” there are more robust checks. Shared Lives Services have to be registered with the Care Quality Commission (CQC). CQC will regulate and inspect the Shared Lives service.

**Q What happens when a parent carer would like a holiday?**

**A** This will be discussed with the shared lives carer. Booking a break with a shared lives carer will be more flexible than the booking system currently in place at Mathieson Road. There will be back up agreements in place to make sure other options are available if the person needs a break and the shared lives carer isn’t available.

Some people may only want one shared lives carer to support them but others may prefer to have a number of carers to support them

**Q What is the back up support for shared lives carers?**

**A** In an emergency shared lives carers will use the MKC on call service.

**Q How much does the Shared Lives Service cost?**

**A** There will be a banding process for day time and 24 hour periods. Charges for the service will be part of the service users financial assessment process.
Questions and Answers from the Family Carers Coffee Morning December 2016

Q Why don’t you carry on with the current service if you are going to be spending more on Shared Lives?

A Building based services (like Mathieson Road) are very expensive compared to the cost of a Shared Lives service.

Q What happens if the shared lives carers property gets damaged by the person having a short break?

A All shared lives carers have to have appropriate insurances in place and Carly will check this as part of the vetting process.

Q Are there any shared lives services in MK at the moment?

A Yes there are a small number of people who have a shared lives carer this includes short term breaks and people living with their carer longer term

Q What are the alternatives to MKC day services?

A At the moment there are services provided by MKSNAP, MacIntyre, Thrift Farm, Breadline. There is an event on 24th January for service users and carers to talk about what they would like in the future.

There is also an event taking place with providers in March to talk about what sort of support people need in the day and what they want to spend their direct payment on.

The review process will help to identify people with similar needs and interests to get involved with activities that interest them.

Family carers also highlighted that they felt they needed more support in their caring role. The majority of MK Carers services take place in the day and it would be helpful to have things going on in the evening. Carers were also keen to have a network to stay in touch.