



Short Breaks for Carers and YOD Annual Review 2009

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1. Introduction

Short Breaks for Carer's

Short Breaks for Carers provides short periods of respite to carers of people with mental health difficulties living in West Hertfordshire. We help by spending time with the mental health service user so that the carer can take time out. The service is designed to complement rather than replace existing respite services. We provide timely, creative and flexible support to enable carers to actively and beneficially participate in the care of people with mental health difficulties and other complex needs.

We give carers breaks of between one to three hours per visit. The duration and frequency of breaks is agreed at the referral stage but could lead to a short or long term arrangement depending on the carer's individual needs and circumstances.

Referrals can be made via local Community Mental Health Teams

YOD Service

Our service provides short periods of respite to carers of younger people with dementia in Watford, Three Rivers and Hertsmere. We help by spending time with the dementia service user so that the carer can take time out. The service is designed to complement rather than replace existing respite services. We provide creative and flexible support to assist carers in their role

We give carers breaks of between one to two hours per visit. The duration and frequency of breaks is agreed at the referral stage but could lead to a short or long term arrangement depending on the carer's individual needs and circumstances.

The main route for referrals is via the Specialist Mental Health Teams for Older People

Carers are actively involved in the referral process and ideally they will have already had a carer's assessment, which will have identified a need for this service.

2. Staffing at Midland Road

All 5 services are now based in the same building and share the same line management structure.

Clare Buckmaster
Carol McNeil

Service Manager
Team Leader

Short Breaks for Carer's

Bridget Butler	Project Worker (part time, 3 days)
Bob Githuku	Project Worker (part time, 2 days)
Elaine Kelly	Project Worker
Rebecca Plater	Project Worker
Hayley John	Project Worker

YOD Service

Dita Lewis Project Worker

Housing Link

Ann Norman Project Worker (part time, 3 days)

Philip Brett Project Worker

Support Link

Gemma Davies Project Worker

Andrea Parslow Project Worker

Kat Heritage Project Worker

Kathy Cole Project Worker

Levinia Franklin Project Worker

Trevor Atkins Project Worker

Internet Project

Ann Norman Project Worker (part time, 2 days)

Having all of the services and staff within one building has had significant benefits for all of the individual services as we have been able to up skill the staff teams through working across role boundaries.

Staff have been able to share skills and experiences and request specialist help from each other around issues such as dual diagnosis, personality disorder, carers' issues, housing, benefits, dementia and general mental health knowledge.

It has also allowed us to provide better cover across the services when staff in the smaller services are on annual leave, training or sickness absence.

It has also helped staff retention as some staff have moved between services, rather than leaving the organisation.

3. Training

Staff have continued to attend a wide variety of training over the last 12 month period, which has been delivered by Turning Point, the Herts Workforce Development Joint Training Unit and other external training agencies. This training has included working with Personality Disorder, Women & Mental Health, Self-Injury and Dual Diagnosis, the Solution Focused Approach, Introduction to CBT, Mental Capacity Act, Mental Health Act.

Staff have benefited from Turning Point's extended in-house training programme and attended mandatory training events in Working with Diversity, Health & Safety, the Protection of Vulnerable Adults, Managing Challenging Behaviour. We are also ensuring that all staff attend Solution Focused Approach training.

The teams have also attended In House training on Personality Disorder, Domestic violence, Turning Point Policies, Suicide, POVA, Lone working, Staff boundaries, Benefits (DLA) and risk management procedures.

6 staff have now completed the Certificate in Community Mental Health Care. The rest of the team are due to start working on the NVQ Level 3 in Social Care.

Staff in management positions have also attended new Turning Point performance management training.

Turning Point are also about to launch a new set of mandatory training for all staff which will be accessed by our Project Workers

4. Organisational Support

Elissa Rampling is now the Mental Health Regional Manager and she supports the Service Manager and team.

The service also benefits from being supported by Turning Point's new Mental Health Sector Business Director, Zelda Peters. This new development within the organisation will mean that Turning Point's mental health sector will share skills, knowledge and developments across the sector in a consistent way.

5. The other services at Midland Rd/ 501 building

The following information provides a brief summary of each service

Support Link

Support Link aims to provide an accessible, intensive and individually tailored service of community support to people with severe and enduring mental health difficulties, who also have a history of associated offending and/ or difficulties with their drug/ alcohol use. The aim is to enable people to improve their quality of life and independence.

The support can be intensive community support where people need and would like this or assertive outreach where service users need a flexible approach in order to access the service that they need.

Referrals can be made via local Community Mental Health Teams.

Housing Link

Housing Link aims to provide an individually tailored service of community support to people aged 18-65, living in Dacorum with a difficulty in maintaining their tenancy, or at current risk of tenancy difficulties. These tenancy difficulties will be due to mental health, learning difficulties, or problematic substance use (drugs & alcohol).

Housing Link targets its service on people who may currently slip through the net of care services. They may have been assessed for other services at some time and been judged not to have met eligibility criteria for those services. They will be people who do not already receive any kind of housing support.

Referrals may be made by any individual or agency

TP Designs (Internet Project)

Is an Internet Gift shop selling arts and crafts that are made at the service.

The project is for people with mental health difficulties and our aim is to work towards increasing individual's skills and independence in a safe environment and it is hoped

that it will provide a stepping stone to voluntary work, employment and/or further education

Referrals can be made by any individual or agency for people who are experiencing mental health difficulties.

6. Developmental Issues

a) Line management structure

Clare Buckmaster and Carol McNeil provide management support for Short Breaks for Carer's, The YOD Service, Support Link, Housing Link and TP Designs (The Internet Project)

b) Service User Involvement

Trevor Atkins is now our dedicated Service User Champion and he is taking a lead on further developing the level of service user involvement within our services in a meaningful way. The services will hold regular service user events over the next 12 month period. Service users from Support Link, TP Designs, Short Breaks for Carers, YOD and Housing Link will be able to attend. The service provides lunch and an opportunity for service users to get together and talk to each other in an informal setting

We are encouraging service users to get involved in the recruitment process in a variety of ways ranging from supporting us to devise interview questions, meeting with candidates informally prior to interviews, to taking part in the interview panel.

(c) Fundraising

We have continued to hold fundraising events throughout the year so that we can fund the groups and social events that service users asked for through their feedback.

The majority of donations or fundraising has been used to further develop TP Designs. They were able to purchase a Turning Point branded gazebo to use for their fortnightly market stalls in Hemel Hempstead town centre. This means that we meet Health and Safety requirements and are visible in the local community. We have now raised enough money to purchase a glass kiln for the project so that they can make their own glass pendants and beads for their jewellery.

We are also planning a sponsored walk to raise funds to hold more service user activities throughout the coming year.

We hope to further develop our fundraising activities when we move to our new premises in Watford. We would like to develop the dedicated service user activity room that we have and make our new premises a warm and welcoming place to come to.

(d) Website

Turning Point has a national website, which includes information about all of the services:

www.turning-point.co.uk

We also have a local website:

www.hertsmh-turning-point.co.uk

This site includes information about Support Link, Housing Link, Short Breaks for Carers, the Internet Project, YOD Service and Midpoint. As such, it represents all of Turning Point's mental health services in Herts. The site will continue to be developed over the coming year and will provide information for professionals and potential service users.

This site also contains the eShop

(e) TP Designs (The Internet Project)

This is an eShop selling arts and crafts that are made at the service.

The project is for people with mental health difficulties and our aim is to work towards increasing individual's skills and independence in a safe environment and provides a stepping stone to voluntary work, employment and/or further education. The project can be accessed by anyone who is experiencing mental health difficulties and as such it has received referrals for both new and existing service users.

The project has also been running market stalls in Hemel Hempstead Town Centre, selling jewellery made by service users and promoting mental health awareness in the local community.

The eShop can be found at www.hertsmh-turning-point.co.uk

From 20 participants involved in the service during the last year:

- 1 has found employment as an administrator.
- 2 have moved to Work Solutions to be supported in to employment
- 1 is doing voluntary work
- 1 is now looking at enrolling in a college course
- 1 is a service user who comes to the project for 2 whole days a week. The Community Mental Health Team has not been able to engage him with any services in the past.
- All have learnt new skills and developed their confidence
- Many use it as a safe place to come to and often we are the first point of contact if they need support.

We are currently trying to secure further funding for this project so that it can continue

(f) Newsletter

We have started to produce our quarterly newsletter again as a way of keeping service users, carers and other agencies up to date with what we are doing at the services. We are encouraging service users to contribute to this and the first edition of 2009 included service user accounts and poems.

We are hoping that this will be further developed over the coming year and hope to have more service user contributions. We would also like service users to be involved

in making the newsletter through TP Designs and the Service User Committee. We hope that service users will write the newsletter and be involved in the printing and posting of it in the longer term.

(g) Groups at Midland Road

Art Group

Elaine Kelly set up an Art Group at Midland Road. This group can be accessed by any one who is using any of the services that we provide. This group has been very popular, particularly with the Short Breaks for Carers service and has also provided Carer's with additional breaks.

Update: Additional funding from the PCT for the next year means that this group will now be able to run on a weekly basis. This will reduce the waiting list for the group and provide additional support for service users and additional breaks for carers.

YOD Group

YOD Service has been running a monthly group for service users. This has been enjoyed by those who attend regularly and also provides an additional break for Carers. The group have undertaken activities throughout the year such as bowling, visiting garden centres, lunches out, art and crafts and reminiscence sessions at Midland Rd.

Update: Additional funding from the PCT for the next year means that this group can be further developed and can increase in frequency. This will provide an extended break for carers whilst at the same time providing a stimulating activity for people with young onset dementia.

Housing Link Tenancy Support Group

This group supports people with learning the skills to successfully manage their tenancy. We also run a drop in where people can come in for support with completing benefit forms, making phone calls to the Housing Dept and Utility Companies etc. This group is mostly accessed by the Housing Link service users, but anyone using the Midland Rd services can come to it for one off support e.g. with completing DLA applications or Housing Benefit forms.

This year the group has benefitted from having staff from Dacorum Borough Councils Housing Dept attending each week to offer specialist advice to service users. This has been a really positive service development and has shown how successful partnership working can be.

(h) Promotional Events

World Mental Health Day – We held an Art Exhibition to celebrate World Mental Health Day. This was at Midland Rd and was open for service users, external agencies and members of the public. This was very successful.

We are planning a joint event with Herts Mind Network at our new premises in Watford for WMHD 2009.

Carer's Rights Day – We held a Christmas Event to celebrate this. We had lunch and a quiz at Midland Rd. This was well attended and everyone had an enjoyable afternoon.

Carer's Week – We took part in promoting Carer's Week this year by having a stall in Hemel Hempstead town centre providing information and signposting and promoting awareness in the local community. This was a joint venture between Short Breaks for Carers and TP Designs and the stall and staff attracted a lot of attention from the general public. The Short Breaks for Carers staff were able to provide a listening ear, advice and signposting to individuals who came to the stall to discuss their caring role, or to ask for information for friends and/ or family. This proved to be a very successful event and showed that promoting awareness in the community on a small scale like this was very beneficial. The jewellery and crafts also attracted people to the stall and made it easier for people to come over and ask questions.

(i) Volunteers

We have started to use volunteers within the services to help support the groups and TP Designs. This has been a very positive development and one that we hope to expand on during the coming year.

(j) Holistic support

Having all of the services based in the same building has improved the way in which we deliver our services. We now have service users who are using two or more of the services e.g. Support Link and Short Breaks for Carers, Housing Link and the Internet Project. We also have people who are moving in to TP Designs now that they have less of a need for intensive one to one support in the other services.

Service users are also benefiting from the staff team being able to access the specialist knowledge of the other teams. For instance the Housing Link staff have been able to support members of the other teams with issues around benefits entitlements, tenancy issues, and in particular Disability Living Allowance claims.

We are also developing much stronger links with the Turning Point Hertsreach services that work in our area so that we can offer a seamless service for those service users who also have needs around their drug/ alcohol use.

(k) New premises in Watford

As of June 12th 2009 we relocated all of the services to Watford. We are now in a shared mental health resource building with Herts Mind Network. This is an exciting development for the services. We hope to establish closer partnership working with Herts Mind Network which will enhance service delivery to service users and carers.

We also have a dedicated service user activity room now which can be used for the Short Breaks for Carers Art Group, the YOD Group and TP Designs. We also have use of a garden and hope to set up a joint gardening group with Herts Mind Network.

7. Future developments

- To establish ourselves in our new premises in Watford in a shared building with Herts Mind Network. We hope that this will enable both organisations to develop some partnership working.
- We have received additional funding from the PCT for the 09/ 10 financial year to expand the Short Breaks for Carer's Service in to East Herts, and to provide a high quality service to carers and service users in this area. We will establish and develop new working partnerships with the CMHT's in these areas and other local organisations based in the community.
- Develop the Art Group and YOD Group with the additional funding received from the PCT, providing these groups more frequently to enable both meaningful activity and regular additional breaks for carers.
- We are also hoping to run a joint venture with Watford & Bushey Community Mental Health Team to provide social events for carers who are using either of our services. This is currently being discussed with the carers assessor at the CMHT.
- To arrange some fundraising events with service users and carers so that we can fund the groups and social activities throughout the year.
- The Short Breaks team are attending CMHT team meetings to promote the service
- To further develop service user involvement within the services and within our recruitment processes.
- We have a Service User Involvement Champion who is taking a lead on ensuring that this is developed across the services. This member of staff also links in with service user development within Turning Point as a whole.
- We plan to develop the role of volunteers within the services for all of the activities that take place at the building. This will be especially helpful for the Art Group and the YOD Group.
- We hope to further develop TP Designs and secure longer term funding for it. The project has been running market stalls in Hemel Hempstead town centre and this has resulted in increased sales. It has also enabled us to promote mental health awareness in the local community and to provide signposting services to members of the general public. This service can also provide additional breaks for carers as service users can attend for an entire day.
- To prepare the services for the countywide Day Services Review

8. Outcomes for Short Breaks for Carers

Over the last 12 months the service has worked with 38 service users and 39 carer's

A) Referral statistics

- 10 referrals were made to the service during the year
 - 2 from 3 Rivers CMHT
 - 4 from Watford CMHT
 - 1 from St Albans CMHT
 - 3 from Dacorum
- 3 referrals were opened

1 from Watford & Bushey CMHT
 2 from Dacorum CMHT

- 1 moved out of the area
- 13 referrals were still pending as of 31st March 08. 4 of these referrals are on hold at request of the Care Co-ordinator. Of this 13:
 - 1 from 3 Rivers CMHT
 - 6 from Watford & Bushey CMHT
 - 6 from Dacorum CMHT

These referrals will open as vacancies arise.

Update: A further 5 referrals have been opened since April 09

3 from Hemel CMHT
 2 from Three Rivers CMHT

Closures

- 15 cases have been closed during this 12-month period:
 - Nine service users and carer's no longer needed the service as they had achieved greater independence. One of these still comes to the Art Group.
 - One carer died and the service user was moved to Support Link
 - One service user moved out of the area
 - Three service users died during the year
 - One case closed as the service user moved into residential care

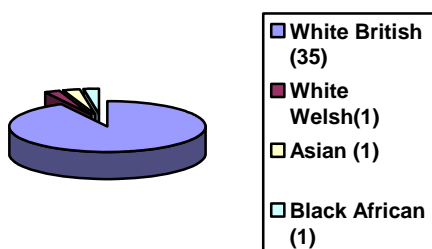
38 active Cases during the year:

14 from 3 Rivers CMHT
 9 from Watford CMHT
 7 from Dacorum CMHT
 8 from St Albans CMHT

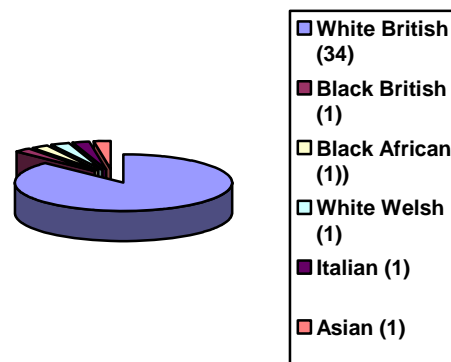
B) Referral Characteristics

(i) Ethnic Origin

Service users



Carers

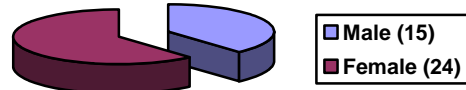


(ii) Gender

Service users

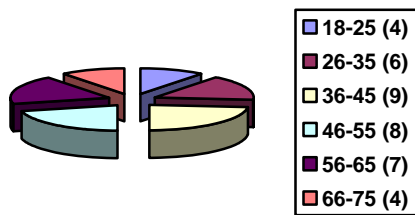


Carers

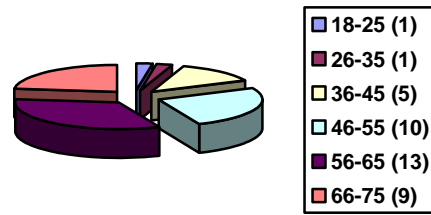


(iii) Age

Service users

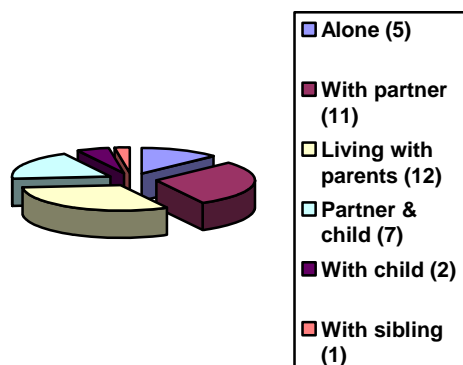


Carers

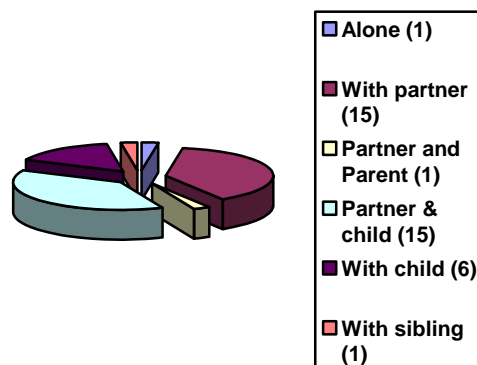


(iv) Living situation

Service users



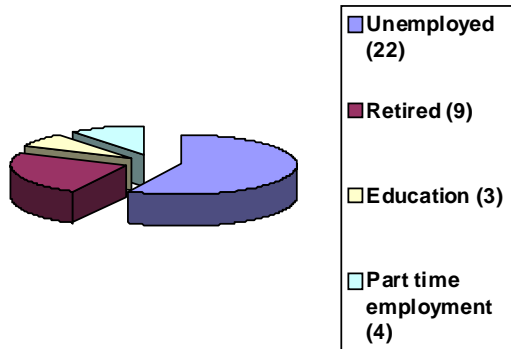
Carers



28 of the carers are living with the person whom they care for.

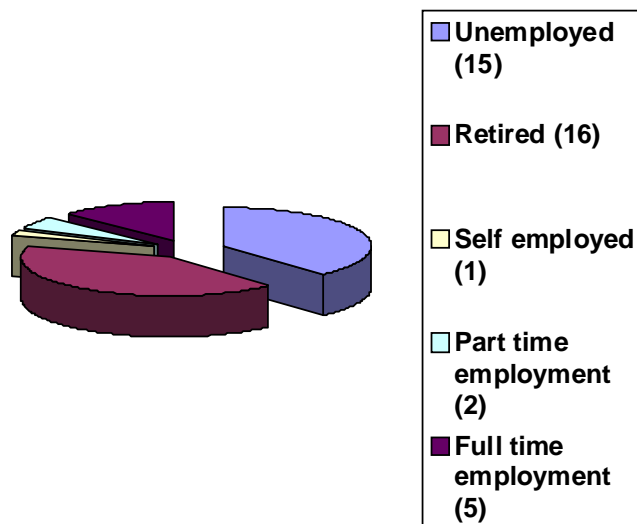
(v) Employment

Service users



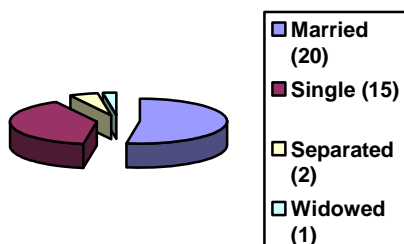
Carers

8 of the carers are in employment at present, and for many the input that it is received from Short Breaks enables them to feel that they can continue working as someone is having contact with the person whom they care for during the day.

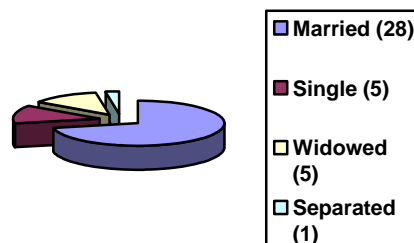


(vi) Relationship status

Service users

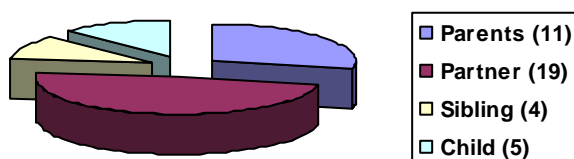


Carers



(v) Relationship between Carers and Service Users

This is for a total of 39 carers, and shows their relationship to the person whom they are caring for.



C) Service Outcomes

(i) Number of breaks

Between April 2008 – end of March 2009, the service provided a total of **1824** short breaks by spending time with the service user, and an additional **229** face to face contacts with carers on their own

(ii) Total number of Carers

The service supported a total of 37 Carers during this period and 36 services users. This is due to their being more than one carer with one particular service user.

(iii) Number of back-up calls

The back up service was used on 11 occasions during this period.

Despite carers continuing to say that they value this service, the out of hours service has not been used much during this 12 month period.

(iv) Number of phone calls to clients

There were 567 calls made to clients during this 12 month period

(v) Number of phone calls to professionals

There were 390 calls made to professionals during this period of time in relation to service users, and 307 phone calls with professionals in relation to carers needs

(vi) Number of actual face to face contacts with carers

There were 229 actual contacts with carers, providing emotional support, advice, signposting and information.

(vii) Number of phone calls with carers

There were 826 phone calls with carers during the year

(viii) Number of admissions for service users

Psychiatric admissions

There were 7 psychiatric admissions during this 12 month period, involving 6 service users:

- 1 accounted for 167 days
- 1 accounted for 1 day
- 1 accounted for 65 days

- 1 accounted for 7 days
- 1 accounted for 59 days
- 1 accounted for 29 days *
- 1 accounted for 59 days *

* same person

Medical admissions

There were 2 medical admissions during this 12 month period:

- 1 accounted for 7 days
- 1 accounted for 29 days

(ix) Attendance at important meetings.

As well as these appointments which the service is asked to record, Project Worker's also support clients with many other kinds of appointments and meetings. We have included a summary of this in the table below

Clients were supported to the following appointments in this period:

Type of appointment	Number
CPA Meetings	24
Drug & Alcohol Appnts.	2
Appnts. with Referrers	56
Outpatients Appnts.	18
Reviews	51
Appnts. with GP	17
Carer's Assessments	8
Other Appointments	
Hospital	36
Benefits Agency/Debts/CAB	27
Dentists	5
Housing	19
College/ Voluntary work	36
St Peter's Street Day Centre	36
Herts Mind Network/ Watford Women's Centre	21
Voluntary Work	13
Work Support	8
Other	
Social Activities	301
Sports Activities	141
Shopping	118
Art Group at Midland Rd	56 sessions
Internet Project	10 days

Service users express that they find support to attend appointments particularly valuable for a variety of reasons. For example, some tell us that they do not feel confident about getting positive outcomes at these kinds of meetings without a supportive person present to help them communicate their needs. Others say it is

useful to have someone else present who can remember what was said and remind them of any further actions they need to undertake.

(x) Art Group



The Art Group is run by Elaine Kelly, project worker with Short Breaks for Carer's, who is also a talented artist. The group has run on a fortnightly basis and has been so popular that there has been a waiting list for places at it. The group have covered creative ideas like mask making, group painting, seasonal arts and crafts and mosaics. They have also arranged trips out to the Tate Modern and to a local pottery project. The group held an art display for World Mental Health Day in October 08.

Service users who are accessing any of the Midland Rd Services can attend the art group, but it is predominantly used by service users of the Short Breaks for Carer's service. This means that some carers receive an additional break of a whole afternoon once a fortnight and the person attending the art group takes part in an activity which they are enjoying. The group find new ways to express themselves and are often surprised at what they have achieved during their sessions. The group's ethos is that creative expression has the potential to heal.

For the 09/10 financial year we have received additional funding from the PCT to develop the art group further and run it on a weekly basis. This will mean that we can offer it to more people and provide an activity for service users to do which will also provide an additional break for the carer.

(xi) Benefits of support for the Carers (from 12 replies)

Area	Numbers
Practical support	5
Support with benefits	4
Reduced isolation	10
Support to access other services or activities	6
Improved quality of life	9
Advice	9
Information	7
Providing practical help	5
Quick response in crisis periods	6
Having someone to talk to	12
Has enabled me to remain in work	3

Benefits of support for the service user – from the carer’s perspective (from 12 replies)

Area	Numbers
Increased confidence and motivation	9
Being a listening ear	10
Support to go out socially	7
Information	7
Support to access other services	8
Advice	8
Improved mental health	9
Emotional support	11

(xii) Benefits of support for the service users (from 16 replies)

Area	Numbers
Having someone to talk to	16
Quick response in times of crisis	7
Support to access other services or activities	8
Support with reducing substance misuse	4
Information	9
Advice	12
Improve quality of life	15
Prevent hospital admissions	7
Reduce isolation	13
Practical help	12
Support with debts	4
Support with benefits	6
Support with housing issues	4

(xiii) Support plan goals met.

Service users and carers have been asked about the support they have received in relation to Support Plan goals. These are set at review meetings with the service user, carer, care co-ordinator and Short Breaks for Carers. Service users and carers are asked two questions in relation to goals set:

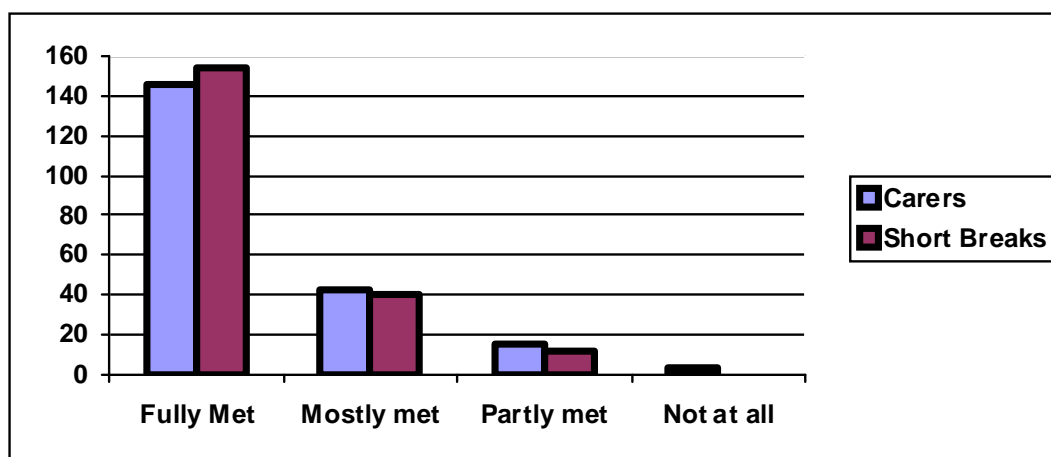
- **To what extent did you get what you were looking for in this period?**
- **To what extent did the service do what was agreed?**

For Carers:

During this period 206 goals were reviewed.

Carers reported that 146 of the goals enabled them to ‘fully’ get what they were looking for. With 42 of the goals, carers expressed that they ‘mostly’ got what they were looking for. 15 of the goals the carer partly got what they were looking for and with 3 of the goals the carer said they did not get what they were looking for at all.

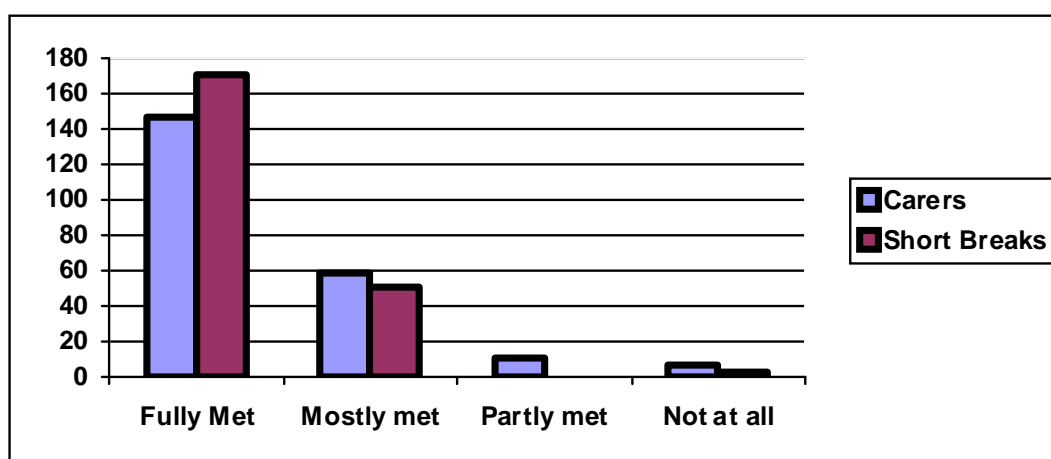
Carers reported that Short Breaks ‘fully’ did what was agreed with respect to 154 of the goals set and ‘mostly’ did what was agreed with regards to 40 of the goals. Short Breaks only ‘partly’ did what was agreed with 12 of the goals



For service users:

During this period 223 goals were reviewed. Clients reported that 147 of the goals enabled them to ‘fully’ get what they were looking for. With 59 of the goals, clients expressed that they ‘mostly’ got what they were looking for. 11 of the goals the client partly got what they were looking for and with 6 of the goals the client said they did not get what they were looking for at all.

Clients reported that Short Breaks ‘fully’ did what was agreed with respect to 171 of the goals set. Short Breaks ‘mostly’ did what was agreed with regards to 50 of the goals and did not do what was agreed with 2 goals



(xiv) Case studies

* Names have been changed to ensure confidentiality

Case Study 1

Sophia is 21 and is diagnosed with Bipolar, epilepsy and has a mild learning disability. Sophia is cared for by her Mother and due to the volatile relationship between them they were referred to our service in 2008.

Prior to the referral there had been tension in the home as Sophia could become aggressive and violent. On several occasions the carer had been left with injuries after an attack and has had to involve the police. Sophia had attachment issues and could not bear to be separated from her Mother, even to the point of sharing the same bed. These issues were due to the loss of her Father. Sophia's Mother was desperate for help and some time out. Other services were involved in giving her a break but it was felt that more needed to be done.

When Sophia was first referred she found it difficult to leave her Mother, fearing that she may not be at home on her return, hence she frequently cancelled visits. However, once she started to build up a relationship with her project worker and was assured that her Mother would be home on her return, she started to utilise the service. Sophia would make the decision on when and where the visit would take place. To begin with she liked to stay close to home, just going out for lunch and she would fret about getting back home. As the visits progressed we started to do more activities such as ice skating, playing pool and going to the cinema. It was noted that she stopped worrying about her Mother being in on her return and was even happy for the visits to go over the time allocated.

Sophia has stopped sleeping in her Mother's bed, is less anxious when she is out and has started to build up friendships through other day-care that she attends i.e. she has made friends at Mind and has been out with friends on several occasions. Furthermore, the relationship with her Mother has improved, there have been fewer incidents at home and Sophia has gained confidence.

Her Mother has got her own bed back and is able to go out and do things during the day on her own without Sophia fretting about her. Her Mother has found the service of enormous benefit.

Case Study 2

Sean and his family have been receiving support from the Short Breaks for Carers service for the last 7 years now. During the last year Sean has made huge improvements with regards to his independence. He has engaged well with his support plans and has set goals for himself that he has worked hard on to achieve. He has been very committed to making changes in his life.

We supported him to find a befriending service and he and his befriender have gone out in the evenings to increase the activities that he gets involved in and to improve his confidence with being outside of his home. He has not been able to do this since leaving school.

Sean also uses his support from Short Breaks to be more active and so the visits often involve activities such as swimming, cycling, table tennis, playing pool, all of which he enjoys.

Bob has also been supporting Sean to gain confidence in using his car again. This is normally done through planning and talking about the route, looking at the map and then doing a couple of trips together, before leaving it to Sean to do the journey on his own. This is improving Sean's independence.

Sean's Mother feels that he is now transferring these new skills in to his daily living, for example he is now keen on sorting out what clothes he will wear when he goes out, increased motivation and interest in going out and getting ready on time for appointments and activities. His Mother feels that these are great steps forward and

impact on her role as she does not need to be so involved in prompting Sean. Sean has also been helping his Mother with the weekly market days in St Albans on Wed and Saturdays. This is a great help to her.

Both Sean and his Mother feel that he has made huge changes in his life since he was referred to the service and that this has had huge benefits for his Mother in terms of her caring role. Sean's new confidence and increased independence has been positive for both of them.

Case Study 3

Max* is 36 years old and has lived at home for all of this time. At the time of being referred to Short Breaks for Carers, Max had been diagnosed with Anxiety and Depression. Max did not have a job or any meaningful activity to participate in.

He lives at home with his mother, Margaret*, who is his main Carer. Margaret was very stressed with the living situation and the level of need for the service was high in view of maintaining her caring role.

The Short Breaks Project Workers have helped Max to gain confidence by signposting and introducing him to different groups, one of which being Turning Point Designs. In the mean time, Max was supported to access Work Solutions.

Margaret has had the much needed physical time off but also the emotional space, knowing her son is gaining independence.

Max is now employed part time, has increased confidence and self esteem. At present, Max is being assessed by the CMHT, in view of discharge due to his mental health recovery.

Currently Margaret would like Max to have his own flat. Max would also like this, but is a little apprehensive about the move and what it entails. The home life is still strained, due to Margaret's wishes for Max to move out. To support Margaret with this need, the project worker is giving telephone support on a weekly basis.

Max's project worker is supporting him to liaise with the local Council regarding housing points and also supporting him to look at private tenancy if the council is unable to award extra points. Max and his worker are also looking into social / recreational activities in the area.

Once Max is underway with his move, he will be referred to Housing Link to assist Max with his Housing needs.

Case Study 4

Jack* was living on his own in the north of England and became quite ill and was not able to care for his own needs, he was diagnosed with schizophrenia. His sister rescued him from what she described as living in squalor, and brought him near to where she lives in Berkhamstead and our service was introduced by the carer's assessor of the area.

Jack was allocated a care co-ordinator and was introduced to Herts Mind Network where he started IT, pottery and German. We complimented this with our outreach

service which took Jack out on social activities and places of interest and we encouraged and supported him emotionally.

Jack was keen to loose weight and enjoys sports so we regularly go either bowling or on Dacorum health walks. Jack also decided that he was interested in the art group that Turning Point was running and regularly attends this. We are also working on healthy eating to compliment the walking. CST are supporting Jack in his flat to plan and cook meals together to give him confidence to plan a nutritious meal, instead of the usual ready meals.

We have also identified that it would be helpful for Jack to go to Foresters on holiday and to plan this to cater for Jack's enthusiasm to be involved in sporting activities.

His sister, who is his carer, has been so pleased with our service that when we launch our carers group she has offered to speak and say how the service has worked for both of them. She has said that "This is the best my brother has ever been"

(xv) Meaningful activities

- 3 service users working part time
- 3 attending day centre
- 1 doing voluntary work
- 2 attending Mind groups
- 1 accessing the gym with via direct payments
- 1 doing voluntary work and attending a day centre
- 1 attending work solutions and doing a photography course at the college
- 1 attending college and a day centre

(xvi) Complaints, Concerns & Compliments

The service has a positive attitude towards complaints and suggestions and welcomes any Complaints, Concerns and Compliments as this helps us in our efforts to continually improve our service provision. Whilst it is our belief that we are providing a high quality service, we also recognise that it can be difficult for service users to 'complain' about the service that they receive for a variety of reasons. Because of this we are ensuring that all service users receive a copy of the Complaints, Concerns and Compliments leaflet.

Over the last 12 months we have received the following Complaints, Concerns and Compliments:

Complaints: One received.

Service Manager met with the carer, service user and care co-ordinator to discuss their concerns and to look at what we needed to do to put things right. The complaint was resolved at the informal stage and the service manager called after one month to check that the carer and service user were happy with their new worker.

Concerns: One received.

Concern raised by a member of staff in the Assertive Outreach Team. She had made a referral to the service that was still not open after 12 months. The service was at full capacity for most of this 12 month period and had very little throughput.

This referral has now opened and the service is supporting the carer and service user

Compliments:

- A carer had recently been to a CPA meeting expressed that she felt that with our support that her brother was the best she'd ever seen him.
- A carer thanked the service for supporting her when she was so stressed and finding a befriending scheme service for her son. This has increased her respite periods during the week and lowered her stress levels.
- A client who is in rehab phoned to say thank you for our help.
- A carer has donated money to the service and thanked us for the help we have given his wife who recently passed away. He asked for donations to be made to the project rather than for flowers at her funeral. The carer said that she enjoyed the Art Group and so the money was used to fund an art display for World Mental Health Day in 2008.
- A client expressed that she hadn't had a visit that week on this particular day she was in the house on her own for 12 hours. She said that a visit would have broken up the day, especially as she was dealing with a death in her family
- After the very sad loss of her son, who died during this year, a carer complimented the service for all the support that had been given to her and her son.
- A carer expressed that she thought the staff team were very professional and had supported her practically and emotionally in her caring role.
- A social worker from St Albans Community Mental Health team said that Short Breaks is a very consistent service and is really appreciated by their team.
- A social worker from Watford said that Elaine has done a brilliant job with a very difficult client.
- One carer has said that she would like to support the service by speaking at a carers group because since we have been involved with her family member she has seen such a positive change in him.
- One carer said that he could not continue with his meaningful occupation before the service was involved in his wife's care because he was scared of leaving his wife alone. However now he has no problems leaving her since she has been working with the service.

Please see the feedback from the service user questionnaires as well.

9. Outcomes for the YOD Service

A) Referral statistics

During this review period the service received 6 new referrals:

The Meadows	1
Prospect House	5

Of these 6 referrals:

- 4 opened
- 2 did not open. 1 went in to full time day care and the other moved in to residential care

Referral Source

Of the 13 active cases during this 12 month period, the referrals originally came from:

The Meadows	5
Prospect House	8

Closures

4 cases closed during the year:

- 2 closed when the individuals moved in to residential care
- 1 was transferred to a service that better met his needs
- 1 person needed 24 hour care at home

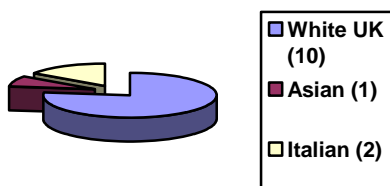
The carer's were supported through the transitional period.

The service has operated at full capacity during the last 12 month period and has a waiting list in operation for the first time.

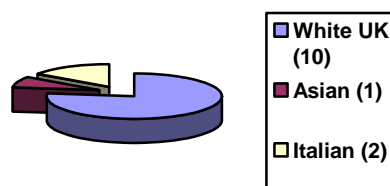
B) Referral Characteristics

(i) Ethnic Origin

Service users



Carers



(ii) Gender

Service users

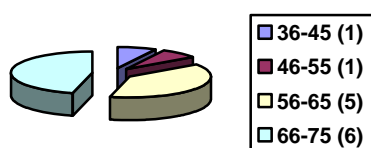


Carers

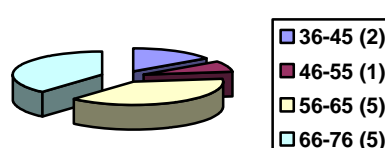


(iii) Age

Service users



Carers



(iv) Relationship status

All of the service users and carers are either married or living together as married.

(v) Living situation

All 11 of the carers are living with the person whom they care for.

(vi) Employment

None of the service users are working.

6 carers are working -3 are working full-time, and 3 are working part-time

(vii) Diagnosis of service user - Of the 13 service users:

- 2 with Picks Disease
- 1 with Dementia and Parkinson's Disease
- Limbic Encephalitis
- 1 with Frontal Lobe Dementia
- 3 with Dementia
- 1 with Fronto-temporal dementia
- 1 has Alzheimer's
- 3 have Alzheimer's/ Dementia

(viii) Admissions/ Respite

Medical admissions

There have been 4 medical admissions during the year:

- 1 person for 4 weeks
- 1 person for 6 days
- 2 people had a 7 day admission

Respite care

3 people have been provided with respite care throughout the year:

- 1 person totalling 42 days in the year
- 1 person totalling 56 days in the year
- 1 person totalling 35 days in the year

C) Service outcomes

(i) Number of breaks

During the 12 month period the service provided a total of **565 short breaks** (2 hours each), plus an additional 156 hours of support/ breaks provided through the YOD Group.

As part of these short breaks there were also 443 face to face contacts with carers during the visits. This involved emotional and practical support and signposting to other services/ amenities in the community such as CAB and Carer's in Herts.

(ii) Total number of Carers

The service supported a total of 13 Carers during this period and 13 services users.

(ii) Number of phone calls to carers and service users

There were a 268 calls made to carers during this 12 month period

Number of phone calls with service users was 104

(iv) Number of phone calls to professionals

There were 83 calls made to professionals during this period of time.

(v) Areas of support

Areas of Support/ Activities	
Memory Clinic	5
Support with attending Day Centres	79
Hospital/ GP/ Dentists	8
Social activities in the community	131
Shopping	50
Walking	177
Activities at home	135
YOD Group	39 individual sessions totalling 156 hours of support (156 hours of breaks)

Social Activities -

Service users

- Shopping
- Walks in the park
- Art Galleries
- Museum
- Library
- Playing games to improve memory skills
- Taking photographs to make picture diaries
- Coffee shops
- Local fetes
- The visits provide socialising skills this enables the service user to maintain physical and mental dexterity.

Carers

- Information about voluntary work

- Information about local Day Centres
- Information/ signposting re accessing other services
- Support to liaise with other professionals
- Attended appointments with them
- Support with accessing advice re benefit entitlements
- Transport to hospital to visit the person they care for
- Emotional support

(vi) Benefits of support for the Carers (from 7 replies)

Area	Numbers
Increased confidence and motivation	3
Support to go out socially	5
Support to access other services or activities	6
Reducing isolation	4
Emotional support	5
Providing practical help	5
Improving my quality of life	6
Having someone to talk to/ being a listening ear	7
Has enabled me to remain in work	2
Information/ advice	6
Help with benefits	3

(vii) Support plan reviews

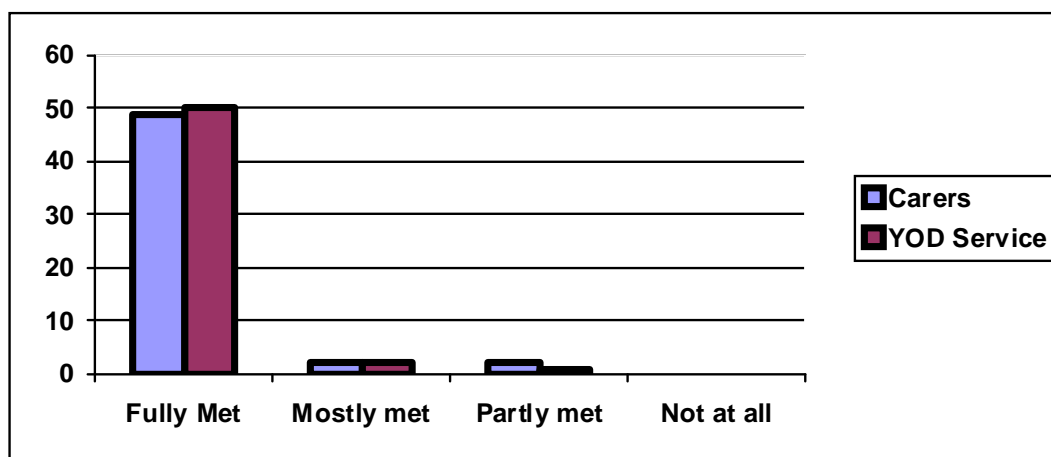
Reviews happen every 4 months and both service users and carers have a shared support plan.

Service users/ Carers are asked two questions in relation to goals set:

- **To what extent did you get what you were looking for in this period?**
- **To what extent did the service do what was agreed?**

During this period 53 support plan aims were reviewed. Carers and Service users reported that 49 of the support plan aims enabled them to ‘fully’ get what they were looking for. With 2 of the support plans, they expressed that they ‘mostly’ got what they were looking for. They partly got what they were looking for with regards to 2 goals.

Carers and Service users reported that the YOD Service ‘fully’ did what was agreed with respect to 50 of the support aims. The service ‘mostly’ did what was agreed with regards to 2 support aims and 1 aim was partly met.



(viii) Case studies

Case Study 1

A man in his 50's with dementia was referred to the service by a psychiatrist in the memory clinic. Whilst he was previously very active, for the last year or so he had become very inactive and experienced difficulties with his motivation. During the referral meeting the carer explained her partner had not left the house for several months.

A support plan was agreed with the aim of working towards getting out of the house as a longer term goal. He is enjoying the support from the service and the carer is also finding it helpful to have both practical and emotional support. To date Dita and he have managed to leave the house and walk to his front gate which is a huge achievement for him.

Case Study 2

A Carer of a man with advanced Picks disease is being supported both emotionally and practically. The service user does not respond verbally anymore and needs all of his personal care needs to be provided by his carer. The carer is being supported by providing her with the opportunity to talk about the changes in her role and how this impacts on her personally as well as the concerns she has for her partner. The worker is also supporting her to start looking at the longer term and what support she may need in the future and providing her with information both for the future and the here and now.

During the visits with the service user, the worker has found a way of communicating through his love for music. This is done through playing CD's and music that he likes. Whilst he is no longer able to talk and express himself he is able to sing songs that he remembers and so he and the worker sing together which provides a valuable form of communication and interaction. They also play some hand tapping and finger tapping games as he appreciates rhythms as well as music.

Case Study 3

The service user is a man with Vascular Dementia who is also recovering from a recent stroke. He is experiencing increasing difficulties with his co-ordination, memory and mobility. Talking with him helps to improve his speech as this has been affected by the stroke. During visits with the service user the worker accompanies him out on walks in the countryside which he enjoys, he also enjoys drives in the countryside. He enjoys talking about current affairs and things that he has done with his family. He also attends the YOD Group on a monthly basis and enjoys the opportunity to interact with others and take part in the activities. He enjoys the atmosphere at the group and has taken part in bowling, painting, board and word games, and visits out to local attractions, picnics and cafes. This also gives the carer an additional break of a whole afternoon once a month.

The carer has found the emotional support from the service helpful as well as the break that is provided. The worker has helped liaise with the specialist mental health team for older people and with carer's organisations. The carer has also found it useful to have someone to talk to on a regular basis.

(ix) Complaints, Concerns & Compliments

The service has a positive attitude towards complaints and suggestions and welcomes any Complaints, Concerns and Compliments as this helps us in our efforts to continually improve our service provision. Whilst it is our belief that we are providing a high quality service, we also recognise that it can be difficult for service users to 'complain' about the service that they receive for a variety of reasons. Because of this we are ensuring that all service users receive a copy of the Complaints, Concerns and Compliments leaflet.

Over the last 12 months we have received the following Complaints, Concerns and Compliments:

Complaints: The service is small and there is one full time Project Worker. This worker was off sick for several weeks at the start of the year and this left the service with minimal cover during that time. The result of this was that we received an informal complaint from one of the Specialist Mental Health teams for Older People. Whilst Project Workers from other services helped to maintain cover during this time, the quality was not as high as if there had been a full time worker. We have worked hard to resolve this over the year. We now have 2 people working across the service which will ensure better cover through annual leave, training or sickness absence.

Concerns: Informal concern was raised by a carer. This was discussed between the carer, social worker and team leader and was resolved. The team leader has followed up to ensure that all parties were happy with how the support was provided.

Compliments:

Please see the feedback from the service user questionnaires as well.

- A carer said how much she values the support that Dita provides
- A new carer said that her partner enjoys each visit very much and she enjoys the break that she gets
- "I enjoy meeting other people in the group" – from a service user
- "My partner feels content and confident with Dita" – from a carer
- " I am so glad you work for us- you help me so much and I feel less lonely now" – from a carer
- "Thank you for all the help you have given my wife and I. You even contact me now to see how I am" – This was from a carer who is now closed and his wife moved in to full time residential care. Dita still phones him to see how he is doing.
- A carer thanked Dita for supporting him to contact a social work to discuss the forthcoming placement of his wife; this reduced his anxieties about the process.
- A carer thanked Dita for offering transport to the service users and herself to support with attending a dental appointment and hospital outpatient appointments. The carer has no car and was anxious about the appointments and appreciated being accompanied.

10. Short Breaks for Carers – Results from the Questionnaire

The questionnaire was completed by 12 carers and 16 service users

Carer's answers

Service user's answers

1. Were you given information about the project before the support began? (Including Information Leaflet?)

Yes	15	No	1	Not sure	1
	10		1		1

2. Has the service been available when you needed it?

Yes always	15	Mostly	1	Seldom	1	Never	0
	10		2		0		0

3. Are you made aware of the time when a project worker will next see you?

Yes always	14	Mostly	2	Seldom	0	Never	0
	12		0		0		0

4. Are you offered times to meet with a project worker that are convenient to you?

Yes always	13	Mostly	3	Seldom	0	Never	0
	9		3		0		0

5. Does the project worker arrive at the expected time?

Yes always	14	Mostly	2	Seldom	0	Never	0
	10		2		0		0

6. Overall, would you say you are satisfied with how respectful and courteous staff are in dealing with you?

Very satisfied	15	Satisfied	1	Neither satisfied or dissatisfied	0
	11		1		0
Dissatisfied	0	Very dissatisfied	0	Don't know	0

7. Have there been any problems contacting the service?

Yes	0	No	16
	0		12

Comments:

8. Are you invited to plan and review the support that you receive from the service? (eg. Support plans)

Yes	16	No	0	Not sure	0
	12		0		0

Comments:

- I am always invited when a Support Plan is being done
- Assessments and care plans are made for future support
- Meetings held on a regular basis to discuss how we find the service, which are always useful for putting our point of view across.

9. Did you express any need for the service to pay attention to any of the following: gender, race, culture, religion, preferred language, sexuality, disability or lifestyle

Yes **4** No **12** Not sure
 1 11

If YES, have these needs been met by the service?

Yes **4** No Not sure
 1

Comments:

-

10. Do you know how to comment or complain if there is a problem to do with the support that you receive?

Yes **13** No **1** Not sure **2**
 11 1

Comments:

- There has never been a problem
- Yes, but we have had no cause to complain about the service, which we have always found to be excellent.

11. How satisfied are you that you are getting the support that you need to help improve your quality of life and independence?

Very satisfied **13** Satisfied **3** Neither satisfied or dissatisfied
 10 2

Dissatisfied Very dissatisfied Don't know

Comments:

- **Action point** – 2 service users – Project Worker has taken leaflets and discussed these with the individuals concerned so that they now know how to raise concerns or complaints with the service
- Very good service. Apart from taking my Mother out once a week, Rebecca has recently been visiting my Mother in Lambourne Grove where she is now staying for the moment. My Mother appreciates the visit!

12. What do you feel has been the benefit of using the service?

Please tick all boxes that apply

Helping to prevent hospital admission	7	2
Quick response in crisis periods	7	6
Enabling earlier discharge from hospital	4	
Having someone to talk to	16	12
Helping to prevent re-offending (if relevant)		1
Information	9	7
Helping to reduce substance misuse	4	1
Advice	12	8
Reducing isolation	13	10
Being a listening ear	12	10
Improving my Quality of Life	15	9
Help with access to other services	8	6
Providing practical help	12	5
Support with debts	4	

Support with rent arrears 2
 Support with budgeting 1
 Help with benefits 6 4
 Support with housing/ tenancy 4
 Helping to prevent tenancy breakdown
 Other (please specify) 1 2

Comments:

- Provided key support through bereavement
- Being able to talk in confidence about very difficult matters
- Helped out in many ways as indicated above

Are you a Carer?

Yes 9 Please answer Q13 A and B.
 No 16 Please go straight to Q 14

13.

A) What has been the benefit of the service for the person you care for?

Increased confidence and motivation 9
 Being a listening ear 10
 Support to go out socially 7
 Information 7
 Support to access other services, activities 8
 Advice 8
 Improved mental health 9
 Emotional support 11
 Support around the home
 Other 1

Comments:

- To have someone understanding to be with and to talk to. Also enabling independence, to become more confident
- My Mother was happy to get out of the house to visit places (although she usually insisted on going to the same Garden centre – she liked the food, drink and staff there). Also liked to chat.
- Elaine has been most supportive in my wife's hobby which is photography. She has always been encouraging in this area, as well as others.

B) What has been the benefit of the service for you?

Has enabled me to remain in work 3
 Advice 9
 Information 7
 Other 2

Comments:

- It makes me feel less alone and I am glad I have somebody to talk to
- To have peace of mind that this service is available to us and is of great help.
- When my Mother was at home, the service has provided much needed breaks which she found very useful. It also gave me opportunities for working without interruptions.

14. What do you like most about the support provided by the service?

- Elaine is very supportive and encouraging and very helpful when I'm in need of help.
- I like going out and about with Kat. She is very flexible and will always fall in with what I want to do.
- Something to do, it gets me out of the house
- You help me to do things
- Its given me hope for the future. When my legs are better I have joined other services and mixed socially as well.
- Friendly, professional, warm
- The happy and friendly service of Bob. He always cheers me up even when I am very low and helps me to see all the good things that are worth living for.
- I find the staff friendly and supportive and the different groups offered by the organisation helps reduce stress and isolation, particularly in a crisis situation if I can force myself to go out and meet with others in similar circumstances.
- The project workers are friendly and I like being able to go out and give my brother a break.
- That you can talk about what you feel and think about your situation in a relaxed and comfortable way to the carers and also they provide a place where you can meet people and get out of the house. Help with benefits and other issues as well. It is excellent.
- Regular support
- 2 hours of heaven
- I like being able to have someone to talk to about my feelings and about my husband. I am also glad of the support I get from Short Breaks if any professionals need to be called they can do this for me and I can ask any advice.
- Allows me time to carry out my own leisure activities without worrying.
- All of the project workers that have visited my daughter have been a great help and something she looks forward to every week
- I have confidence in knowing that the service is always there
- Regular visits to home to take out my Mother, as well as more recent visits to her in Lambourn Grove. Provides good opportunities for her to talk and socialise when she is at home.
- To know that someone is there to talk to if needed and to help.
- The friendly and helpful attitude you have, a reliable service. A very good understanding of the clients needs and supportive to them (a listening ear)

15. What do you like the least about the support provided by service?

- Nothing
- Changes in workers
- Short of time
- There isn't anything I dislike about the service
- The only thing I can think of is out of hours support but I can call the crisis team if needed
- Don't know
- Nothing
- Not long enough
- That Short Breaks are not able to provide more hours in the week or provide a sit in service
- Nothing

- Nothing, it's all good
- Nothing. By and large we are very happy with the services
- The support that we get is very good but I would like more days support to go out for my own peace of mind.

16. If there was one thing that you could change about the support that you receive, what would it be?

- None
- To have more time
- Nothing it's fine
- No change I can think of at present
- Cant think of anything
- More time
- There is nothing that I think needs changing
- Perhaps longer time for visits would be a help.
- To increase the time offered to us
- Up until now he has been very unwell and in hospital for some time so hasn't yet felt the extent of what the service can offer him.

11. YOD Service – Results from the Questionnaire

This questionnaire was completed by 7 carers. Only carers completed the main questionnaire on this occasion.

Service users were asked 3 questions only and the feedback is listed at the end

1. Were you given information about the project before the support began? (Including Information Leaflet?)

Yes 7 No Not sure

2. Has the service been available when you needed it?

Yes always 7 Mostly Seldom Never

3. Are you made aware of the time when a project worker will next see you?

Yes always 7 Mostly Seldom Never

4. Are you offered times to meet with a project worker that are convenient to you?

Yes always 7 Mostly Seldom Never

5. Does the project worker arrive at the expected time?

Yes always 5 Mostly 2 Seldom Never

6. Overall, would you say you are satisfied with how respectful and courteous staff are in dealing with you?

Very satisfied 6 Satisfied 1 Neither satisfied or dissatisfied
Dissatisfied Very dissatisfied Don't know

7. Have there been any problems contacting the service?

Yes No 7

Comments:

8. Are you invited to plan and review the support that you receive from the service? (eg. Support plans)

Yes **6** No Not sure **1**

Comments:

9. Did you express any need for the service to pay attention to any of the following: gender, race, culture, religion, preferred language, sexuality, disability or lifestyle

Yes No **7** Not sure

If YES, have these needs been met by the service?

Yes No Not sure

10. Do you know how to comment or complain if there is a problem to do with the support that you receive?

Yes **5** No Not sure **2***

Comments:

- * Have seen a form a long time ago. I can phone Dita with a problem
- * Will ask my project worker

11. How satisfied are you that you are getting the support that you need to help improve your quality of life and independence?

Very satisfied **5** Satisfied **2** Neither satisfied or dissatisfied
Dissatisfied Very dissatisfied Don't know

Comments:

12. What do you feel has been the benefit of using the service?

Please tick all boxes that apply

Helping to prevent hospital admission

Quick response in crisis periods

Enabling earlier discharge from hospital

Having someone to talk to **7**

Helping to prevent re-offending (if relevant)

Information **6**

Helping to reduce substance misuse

Advice **6**

Reducing isolation **4**

Being a listening ear **7**

Improving my Quality of Life **6**

Help with access to other services **6**

Providing practical help **5**

Support with debts

Support with rent arrears

Support with budgeting

Help with benefits **3**

Support with housing/ tenancy

Helping to prevent tenancy breakdown

Other (please specify)

Comments:

- Emotional support

Are you a Carer?

Yes 7 Please answer Q13 A and B.

No Please go straight to Q 14

13.

A) What has been the benefit of the service for the person you care for?

Increased confidence and motivation 3
Being a listening ear 6
Support to go out socially 5
Information 5
Support to access other services, activities 5
Advice 5
Improved mental health
Emotional support 5
Support around the home
Other

Comments:

B) What has been the benefit of the service for you?

Has enabled me to remain in work 2
Emotional support 5
Advice 5
Information 5
Other

Comments:

14. What do you like most about the support provided by the service?

- Someone to talk to. My partner loves the group.
- Time to talk
- The regular support that I get and having a break

15. What do you like the least about the support provided by service?

- Nothing
- None

16. If there was one thing that you could change about the support that you receive, what would it be?

- Nothing

Feedback from service users

1. What do you like most about the support provided by the service?

- We chat and have a laugh sometimes
- Personal attention and socialising
- I like to visit different place and I like going for walks. I like talking to my project worker. My project worker found a day centre for me which I like very much. I like the conversation and company. I like the fact that my project worker is female.
- I like the group activities, especially bowling

2. What do you like the least about the support provided by service?

- When Ann has a go at me about vitamin pills and going out *

3. If there was one thing that you could change about the support that you receive what would it be?

- I would change nothing
- Nothing to be changed, perfectly satisfied.
- No changes
- I am quite happy with things the way they are * (same person)

Clare Buckmaster
Service Manager
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