

Appendix 2

Durham County Council – Altogether Better equality impact assessment form

NB: Equality impact assessment is a legal requirement for all strategies plans, functions, policies, procedures and services. We are also legally required to publish our assessments.

Section one: Description and initial screening

Section overview: this section provides an audit trail.

Service/team or section: Adult Wellbeing & Health. Commissioning.

Lead Officer: Alan Curry Commissioning Policy And Planning Officer

Start date: 26.1.11 Following JMT report
Updated 6.5.11 re consultation.
Updated 23.8.11. to incorporate the Consultation Report
Performance information updated within the report with relevant date specified.

Subject of the Impact Assessment: (please also include a brief description of the aims, outcomes, operational issues as appropriate)

This Impact Assessment reviews the equality impact of the future of LD respite services at Dean Lodge and Hawthorn House in Durham, consultation on the potential closure of Dean Lodge and the recommendation to Cabinet to close Dean Lodge.

Back ground - How are learning disability respite services provided in County Durham?

Learning Disability respite care in County Durham is provided by the following services:

- Durham County Council building-based services at Hawthorn House (Newton Hall, Durham) and Dean Lodge (Ferryhill).
- A 'Shared Lives' service where service users take respite in a family or individual's home. The people who provide this service in their homes are paid by the Council for this service. The Council oversees the service to ensure it meets quality standards, ensure carers are fully trained and the service meets the needs and aspirations of service users in an individual way.
- Independent residential care services;
- Independent specialist respite services.

The two building based services at Dean Lodge and Hawthorn House are the focus of the proposals to change services to provide respite at Hawthorn House and not at Dean Lodge. This would enable Durham County Council to continue to provide the same standard of respite in one of its buildings and also reduce expenditure at the same time.

The proposal to close Dean Lodge was supported for the following reasons:

- It supports fewer people (approximately 43 as opposed to approximately 95 at Hawthorn House).
- Hawthorn House is a larger building and can support up to 10 people at any one time, whereas Dean Lodge can support only 7 at any one point in time. This improves value for money and efficiency within the Council.
- Hawthorn House has enough space to provide respite to 95% of people currently using Dean Lodge and Hawthorn House based on assessed need as at 21.10.11. One of the reasons for this is that Hawthorn House has emergency accommodation which is not regularly in use.
- Hawthorn House is more modern and has en suite facilities in all rooms.
- Hawthorn House has some additional specialist disabled facilities such as a sensory/therapy room.
- Hawthorn House has 6 “specialist beds” suitable for people with physical disabilities. This includes the 2 emergency beds.
- Hawthorn House has 2 emergency beds and the occupancy of these beds is approximately 35%. There is potential for the emergency beds to be used as permanent provision.

General information

There has been much publicity in recent months about the importance of Councils using all their resources in an effective manner to ensure value for money at all times. Linked to this Durham County Council is required to make savings of over £120m in line with the Medium Term Financial Plan.

The required savings affect almost all areas of Council activities and this includes learning disability respite services, where there has been a reduction in demand at Dean Lodge. This was noticeable over a 5 year period. As a result of this change in demand, the Council is reviewing its services with a view to reducing costs.

Learning Disabilities Respite Services

Traditional respite is a service which provides periods of care for a person away from their carer. It is intended as a positive experience for both the person requiring care and their carer. Respite services can be planned in advance or provided in an emergency situation, for example, when a carer is unwell.

Provision of Durham County Council respite services

Since April 2010, the Council has attempted to reduce expenditure on respite care by reducing the number of people using independent sector respite and attempting to maximise the use of Durham County Council services. This alone is not enough to achieve the savings required and has not achieved full occupancy levels for the services. There has been an increase in the number of people using Direct Payments and this will impact on services.

The provision of respite services in County Durham has been formally monitored and reviewed and it has now been identified that there is less demand for the Council's respite services than had been the case previously. This is mainly because people have been assisted to move into Supported Living, which is accommodation with care and support attached to enable people to live as independently as possible. Demand for Dean Lodge has fluctuated at around 80% of its capacity, despite attempts to increase its use.

In the past the average amount of respite care that a person has taken has not always been based on their assessed eligible needs but linked to the availability of services. Prior to this practice ceasing there was a variation in the average number of nights accessed by each individual annually at different services in 2010/11: Dean Lodge 45, Hawthorn House 27 and independent sector 19. The respective averages are approximately 35, 31 & 24 (as at 21.10.11).

Consultation

It was decided that service users would be contacted c/o their carers in line with feedback from learning disability carer representatives and a protocol established by the LD Partnership Board. Carers were asked to support service users to complete the questionnaire with the views of service users. Carers were also given the opportunity to present their own views via a stakeholder questionnaire if they wanted to.

Additional reasonable adjustments were made to the process including the option of using an advocacy service for support in responding to the consultation, and any specific adjustments requested by service users. This was a preferred option to a generic service user questionnaire which may not have met all communication needs.

The consultation period was used to continue to analyse the demand for services and assess whether all needs could be met in one service. For example account must be taken of new people coming into services. Attendance at services changes as people move in and out, care needs are reviewed on an ongoing basis and more people access Direct Payments or individual budgets.

Who are the main stakeholders: General public / Employees / Elected Members / Partners/ Specific audiences/Other (please specify) –

138 service users of Dean Lodge and Hawthorn House, their carers, staff at both services. Other stakeholders in the consultation include affected Members, Ferryhill Town Council, learning disability Integrated Teams, LD Parliament, Carer Reps, MP's.

The consultation period enabled DCC to analyse information on people using the service and ensure information was up to date on the individuals who use the service following moves in and out of each establishment. This has now been carried out and at the time of this update there are 43 people using Dean lodge and 95 using Hawthorn House for respite. Letters were originally sent to 164 service users who had links to Dean Lodge or Hawthorn House.

Is a copy of the subject attached? ~~Yes~~/ No

If not, where could it be viewed? :

- Associated documents available: Consultation document, and Communication Plan

Initial screening

Prompts to help you:

Who is affected by it? Who is intended to benefit and how? Could there be a different impact or outcome for some groups? Is it likely to affect relations between different communities or groups, for example if it is thought to favour one particular group or deny opportunities for others? Is there any specific targeted action to promote equality?

Is there an actual/potential negative or positive impact on specific groups within these headings?

Indicate :Y = Yes, N = No, ?=Unsure

Gender	Y	Disability	Y	Age	Y	Race/ethnicity	?	Religion or belief	?	Sexual orientation	?
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How will this support our commitment to promote equality and meet our legal responsibilities?

Reminder of our legal duties:

- Eliminating unlawful discrimination & harassment
- Promoting equality of opportunity
- Promoting good relations between people from different groups
- Promoting positive attitudes towards disabled people and taking account of someone's disability, even where that involves treating them more favourably than other people
- Involving people, particularly disabled people, in public life and decision making

There is potentially a negative impact for some service users/carers and staff by removing provision from this location. For example an alternative venue may involve increased travel for some of the above along with associated costs and familiarisation with new provision or staff. Some staff may be at risk as a result of closing Dene Lodge.

Based on the current users, carers and staff the initial assessment suggests potential impact on gender, age, disability and to a lesser extent race, religion or belief.

There is currently no evidence in relation to transgender or sexual orientation.

Durham County Council will still be required to provide respite services to those people with an assessed need, this would include maintaining

equality of opportunity by offering a range of options. The proposal includes potential to provide the majority of respite in the Hawthorn House for those people who want to use a DCC building based service. Alternatively people can choose to use a different service with a personal budget or direct payment which may have a positive impact for some service users and carers. In addition Hawthorn House has improved facilities for people with disabilities including en suite facilities (to provide improved dignity) in all rooms and a therapy/sensory room.

What evidence do you have to support your findings?

Further equality information is set out in section two, including consultation analysis.

In some cases access to respite services has been linked to the availability of service rather than need which means that some service users potentially benefit more than others. Evidence of this includes the amount of respite that people access at different facilities and managers within the service have confirmed that they contacted parent carers when there was capacity within the service to offer additional respite to their assessed need.

Performance monitoring of services has identified the following occupancy levels:

Service	2006/07	2007/08	2008/09	2009/10	2010/11
Dean Lodge	89.78%	86.26%	84.46%	71.08%	83.30%
Hawthorn House	79.73%	77.36%	81.78%	87.33%	87.54%

Update 23.8.11 Following updates of the occupancy figures to reflect changes in service attended and revisions to the list of service users identified to services, the following levels of demand have been predicted as at 21.10.11:

Dean Lodge 48 %

Hawthorn House – 89% of 8 units and 71% of 10 units.

It should be noted that these figures will change as individual need and the people using services changes.

DCC was required to consult on the proposals and has given significant consideration over how to ensure fair access for service users who have a learning disability and reduced capacity to understand the issues and communicate their views. The following methods were therefore adopted for the consultation, based on feedback from carer representatives:

- Questionnaires sent to service users care of their carers.
- Carers were requested to assist in completion of the questionnaire.
- Independent advocacy was put in place through the Citizens Advice Bureau and service users could request support from this service.
- DCC offered to make additional adjustments for service users based on individual needs (e.g. information in alternative formats).

- Face to face meetings have taken place with the LD Parliament MP's & Locality Groups.
- Carers could complete a questionnaire with their own views.
- Reminders were sent to service users requesting completion of the questionnaire, and also to stakeholders.
- Following requests from carers some individual meetings with representatives from DCC were made.

Decision: Proceed to full impact assessment – Yes/No— Date: 26.1.11

If you have answered 'No' you need to pass the completed form for approval & sign off.

Section two: Identifying impacts and evidence- Equality and Diversity

Section overview: this section identifies whether there are any impacts on equality/diversity/cohesion, what evidence is available to support the conclusion and what further action is needed.

	Identify the impact: does this increase differences or does it aim to reduce gaps for particular groups?	Explain your conclusion, including relevant evidence and consultation you have considered.	What further action is required? (Include in Sect. 3 action plan)
Gender	<p>Gender split amongst service users is relatively even overall, however there are more female than male service users at Dean Lodge.</p> <p>There are no gender specific impacts in relation to service provision though access to en suite facilities at Hawthorn House offers greater privacy and maintains dignity.</p>	<p>Dean Lodge 25 female; 18 male. Hawthorn House 49 male; 46 female Total: 67 male (49%); 71 (51%) female. Equality Questionnaire identified that response rate from service users was 47.6% male and 52.4% female). (as at 21.10.11)</p> <p>Carers – female 71; male 20, couples 71. Split by location Dean Female 21; Male 7; couple 29. Hawthorn female 50; male 13; couple 42. (as at 24.6.11)</p>	<p>Based on consultation report action required to maintain friendship groups in respite provision where possible which may be based on gender differences. This is linked to feedback that identifies aspiration to provide respite for people based on shared interests etc. Whilst this is not necessarily based on gender the action of a booking system of shared interests would benefit many service users. A similar rota system would also enable the service to match service users based on other needs including those arising from challenging behaviour.</p>

	<p>There are more female than male carers & therefore any changes to the service will impact on more female than male carers.</p> <p>There are more female than male staff members and therefore any changes will impact on more women.</p>	<p>National evidence indicates that women are less likely to have access to private transport and are more likely to be primary carers so they are more likely to use local services for a number of reasons including limited access to transport and lower income.</p> <p>Staff Dean – 5.5% Male:94.5% Female Hawthorn 17% Male 83% Female There are staff vacancies at HH. Staff have been given the opportunity as stakeholders to participate in the consultation and any further HR issues will be managed via agreed corporate procedures.</p> <p>There is no evidence to indicate a particular impact on transgender people in relation to service users, carers or staff.</p>	<p>Carers will be offered a needs assessment. Consultation has identified that there are some carers who have not been offered carer assessments, whilst others have been offered but declined carer assessments. The Carers Assessment Procedure has recently been updated to direct Care Coordinators to initiate assessments where need is identified.</p> <p>If decision is made to close service there will be a full HR consultation. Trade unions have been notified of the consultation.</p>
<p>Age</p>	<p>Evidence of changing demand amongst younger people coming into adult services who have chosen alternative services to traditional respite e.g. family holidays.</p>	<p>Making Changes Together (MCT) report has identified that there are some changes in the type of service that people want to access. Data has also been provided on the DCC children's service which will facilitate predictions on demand.</p> <p>The age profile of service user respondents who provided information was as follows: Under 25 – 13.2% 25 – 34 28.9%</p>	<p>DCC will aim to ensure a range of respite options are available to meet aspirations and the needs of service users and carers.</p> <p>DCC has expanded the support service that is available to older carers and put in additional funding to ensure it can operate County wide.</p>

	<p>Impact on older carers.</p>	<p>35 – 44 35.5% 45 - 54 18.4% 55 – 64 3.9%</p> <p>The age profile of stakeholder respondents, which includes providers was as follows: 25 – 34 11.9% 35 – 44 16.9% 45 – 54 28.8% 55 – 64 22% 65 – 74 16.9% 75+ 3.4%</p> <p>The % figures do highlight that there are some stakeholders over 55 and above who may be carers however the actual response counts (e.g. 2 people 75+) does not reflect the numbers of all older carers whose needs will be identified through Care Coordination process. One carer has recommended that DCC ensures the service is age appropriate and young people can go when there are others of a similar age and vice versa.</p> <p>It is identified in the LD Commissioning strategy that older carers are a vulnerable group. There are potential impacts on older carers, depending on which service they use and how far they would need to travel. Generally older people are less likely to have access to private transport, for example those who give up driving for age or health related reasons, others use free public transport as a low cost alternative. Some carers will have</p>	<p>This service will support access to appropriate services including welfare benefit advice to meet mobility costs where eligible.</p> <p>Needs are assessed on an individual basis but additional respite can be provided if required by carers and service users. There is data to show that there are sufficient providers available to meet this demand with up to 5000 nights available from the in house and independent sector by April 2012. Any decision taken in relation to</p>
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	<p>Change in location of service may require some carers to travel further to drop and collect people from respite service.</p> <p>Consultation has identified the importance of respite to siblings of people with a learning</p>	<p>access to transport via Motability vehicles. Other considerations include low income as a concern for older people, particularly women as there are more older women than men in the general population.</p> <p>There are clear messages from older carers in the consultation that their role places them under pressure and that increasing age can lead to the need for increased provision of respite. However a point may be reached where the adult son or daughter moves to alternative accommodation with alternative support which means they are no longer eligible for respite and therefore overall demand reduces. This applies to carers who may face an increased prevalence of poor health through aging. Demand and capacity of respite services represented a significant amount of feedback in the consultation and these are dealt with in the Cabinet report. Commissioners are reassured that there is sufficient provision in the County to meet demand.</p> <p>Some of the siblings are under 18 and it is recognised that respite for their brother/sister can have a positive impact for them.</p>	<p>Dean Lodge should not accelerate the need for permanent care as alternative provision will be available.</p> <p>DCC has recognised impact of reductions in transport provision and Integrated Transport Unit will report on possible alternative provision.</p> <p>Proposal to close Dean Lodge would not impact on the amount of respite that an individual is able to take and</p>
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	disability who also require a break from the service user.		therefore the impact on siblings should be low.
Disability	<p>Both services are accessible for service users. Facilities are more modern at Hawthorn House than Dean Lodge including en suite rooms and sensory room.</p> <p>There is a shortage of office space for staff at DL which could potentially restrict access for a disabled member of staff.</p>	<p>Consultation feedback. Trade Unions identified concern that there have been incidents in respite provision that have resulted in injuries to staff. They identified that there are people using services that cannot safely have their needs met. Some carers have remarked that it is better that some service users don't have access to ensuite facilities to prevent any risks arising from this.</p> <p>A further area of concern identified by carers is in relation to service users coping with change in services</p> <p>Respite Operations Group has identified that there is limited access to services for people who have more complex needs and behaviours that may impact on other service users.</p> <p>Identified by manager within the provider service.</p>	<p>DCC should ensure that there is a service available to all potential service users, including those people who currently have difficulty in accessing the service.</p> <p>Provider market is responding to gap in service identified in commissioning strategy. Durham Information Guide has identified other respite providers. Carers and service users will be supported to look at different services where appropriate. This could help improve access to services for people who have previously been unable to access respite.</p>

	<p>Consultation</p> <p>Access to transport for carers with a disability.</p> <p>Learning disability and high support needs.</p>	<p>Reasonable adjustments in consultation methods are identified above (e.g. advocacy, individual meetings with cares and support to complete questionnaires etc.)</p> <p>Transport may be more restricted to carers with a disability, and they may also have lower incomes, therefore increased transport costs would have a negative impact. Motability scheme may improve access for some carers with a disability.</p> <p>Consultation has identified the needs of people with learning disability and high support needs and the need for respite that arises from this. This includes people with autism, Profound and Multiple Learning Disabilities, health needs, behaviour management needs and physical disabilities. Service users with high support needs will access respite based on their assessed needs and this is separate from any decision on Dean Lodge.</p> <p>The consultation has identified the difficulties that some individuals will have in coping with change in a respite establishment.</p>	<p>Make any further adjustments as and when they arise to ensure effective and appropriate information is provided to service users and carers.</p> <p>Issues to be identified from consultation and resolved through individual assessment and application of the transport Eligibility Criteria. 33 service users are known to currently receive the mobility component of DLA;</p> <ul style="list-style-type: none"> • 5 at lower rate and 28 at higher rate. <p>All service users have been supported with change in relation to their first attendance at Dean Lodge and if there were to be any changes this would be managed in a way that meets individual needs. This would include measures to ensure that assessment information is shared appropriately with a new service provider following a change in the service. This would involve respite providers, care coordinators, service users, carers and any other appropriate individuals.</p> <p>All learning disability services have experience in managing change and the programmes that DCC has managed demonstrate that this has been successful with service users</p>
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	<p>Geographical spread of services.</p>	<p>Specialist beds There are a number of service users who require specialist bedrooms at their respite facility (900 nights from current Hawthorn House) and (750 from current Dean Lodge service users). These are where people have needs in relation to moving and handling, bathroom facilities etc.</p> <p>Consultation has identified that Dean Lodge has traditionally covered the South of County Durham and some respondents said its closure would mean that there were no services available in this area. The reality is however that there are services available in the South of the County and as outlined below travelling distances to other services in the North of the County are not a significant factor. In the last two years Dean Lodge and Hawthorn House have both operated as County wide services. 30 service users currently at Dean Lodge would have an average increase of 5.6 miles to travel one way to Hawthorn House. The largest additional</p>	<p>who have the highest needs (e.g. during hospital resettlement programmes). Measures are in place in Dean Lodge and Hawthorn House to meet health needs through community based NHS services. This practice will continue. Amongst available alternative services there are providers with specific expertise in relation to autism and high health needs.</p> <p>There are 2190 nights available in the specialist beds at Hawthorn House. Hawthorn House could therefore meet the current demand for specialist beds from both services with capacity to meet growth in demand in the future.</p> <p>All service users and carers will be offered advice on welfare benefit entitlement which will take into account additional travel costs where applicable. Some of the feedback relating to service users was specific to their needs and included difficulties in staying on a bus for a prolonged period of time. This would be dealt with through the care coordination process and specific transport difficulties addressed in line with the DCC transport policy</p>
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	<p>Information to service users</p> <p>Impact of savings hits the most vulnerable (e.g. older people and people with disabilities, people who cannot speak for themselves).</p>	<p>journey would be 10.4 miles. 10 service users would have a reduction in their journey of 3.5 miles on average. There are also new Shared Lives providers recruited to the Dales and Easington areas of Durham to increase provision in these areas. Independent sector providers are also developing new services including one provider who will offer respite to an individual in their own home whilst the cares are out. This model has operated successfully in other areas and it is used by some people in Durham and can assist with or resolve transport difficulties.</p> <p>Consultation has identified that carers and service users with a learning disability will need accessible information about the future of their respite.</p> <p>There were some consultation responses that suggested this impact.</p>	<p>Information must be communicated in an appropriate format. Methods used in the consultation appear to have been appropriate but alternatives will continue to be available on an individual basis.</p> <p>MTFP identifies areas where savings will impact and this includes all components of DCC from back office staff, management structures and front line services. Where possible front line services are being protected but the level of savings required over the next 4 years is such that front line services cannot be fully protected. In relation to Dean Lodge the potential to make efficiency whilst not reducing the amount of service an individual will</p>
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Race/Ethnicity	There is currently no evidence to show a negative impact in relation to race.	Consultation responses were predominantly from those of a white British background; 2 respondents were from a black or minority ethnic background.	Individual care reviews will identify needs in relation to ethnic origin.
Religion or belief	Change in location could potentially impact on attendance at places of worship whilst in respite.	<p>County Durham’s religious population is predominantly Christian and this is reflected in places of worship. Any service user wishing to access a place of worship other than Christian would need individual arrangements to be made.</p> <p>Consultation responses reflect the predominantly Christian population with 93.8% who answered the question indicating they were Christian; 5% of no religion or belief and just over 1% indicating ‘other’.</p>	Individual care packages will be provided based on this.
Sexual orientation	There is currently no evidence of negative impact based on sexual orientation.	<p>Services are available to anyone who meets FACS eligibility criteria, regardless of their known or perceived sexual orientation. Individual needs in this area are considered through established care planning.</p> <p>Consultation responses indicated that, of those who answered the question, 98.5% were heterosexual and 1.5% were bisexual.</p>	Individual care packages include needs related to sexual orientation.

How will this promote positive relationships between different communities?

If there are any changes to the services then management of this process should preserve existing friendships between service users where possible and support them to build new relationships. The process should also ensure a smooth transition if new service users are to move to HH.

Consultation has identified that the service is accepted well by the local community and that there are positive relationships. Concern is raised that closing Dean Lodge would result in Learning Disability population becoming less visible in the local community. There is a growth in community based provision as people move from more institutional services (e.g. residential care) and that this programme will continue. Remaining respite services will continue to have a profile within the community.

Other impacts on the community identified in the consultation include potential loss of jobs and the impact that this would have on the local economy. The impact on DCC employment would be the subject of a full HR consultation and there may be opportunities for redeployment. In addition the exercise in relation to DCC residential care homes has demonstrated interest in the vacated properties and it is anticipated that this would apply to Dean Lodge. It cannot be assumed therefore that local businesses etc would be adversely affected.

If Dean Lodge building was unused for any length of time appropriate security measures would be put in place.

Section three: Review and Conclusion

Summary: please provide a brief overview, including impact, changes, improvements and any gaps in evidence.

Summary of steps

- Consultation with service users and carers took place between 6 May 2011 and 24 June 2011 The focus of the consultation was on changing the location of a person's respite rather than ending a service and the consultation was initially intended to run over a 4 week period. However it was decided to extend this to provide maximum opportunity for people to participate.
- Consultation with stakeholders took place at the same time and included consultation with Learning Disability Parliament Members and Care Coordinators;
- A report prepared for Cabinet.

Summary of impacts

The initial impact assessment screening identified the following areas which may have an impact on service users and/or carers if Dean Lodge were to close:

- Additional travel distance and associated costs for those who live nearer to and use Dean Lodge: there is potential for impact on female carers, older carers and disabled carers as they are more likely to be on low incomes and have limited access to private transport. Additional travel time may also have an impact on some service users due to the nature of their disability.
- Changes associated with a new location and new staff: some service users may be unsettled by a change to their respite location, this could lead to loss of confidence and time taken to build relationships with staff.
- Maintaining existing friendships and contacts in a new location: many service users have established friendships with others at Dean Lodge and loss of contact through changes to provision may affect their wellbeing.

There is also an impact on staff who could be at risk of redundancy or redeployment if Dene Lodge closes. This is likely to affect more female staff than male given the current staffing profile.

Due to the nature of the service the main area of impact relates to disability and the specific needs of service users. There is also evidence of potential impact on older and/or female carers in relation to changes in service provision. Some service users and carers may benefit from understanding the wider choices available to them in relation to respite care, there is some evidence that younger service users and carers may prefer to use personalised budgets or alternative respite provision rather than traditional DCC provision. There was no evidence of negative impact in relation to race, religion or belief or sexual orientation as a result of this proposal.

Mitigating actions

If the decision is taken to close a service there will be a full Human Resource consultation undertaken to ensure fair treatment for any staff at risk.

The management of any transition between services will require careful management to minimise disruption including:

- Involve service users and carers in advance;
- Facilitate choice over alternative services;

- Transfer between services with friends;
- Take account of feedback in the consultation on issues relating to moves between services.

If a service was to close, any users of that service would continue to have their assessed care and support needs met. This could mean transferring to a different respite care service such as Hawthorn House or Shared Lives. If this was to happen, Durham County Council would make any transition as smooth as possible and ensure that any new service was fully aware of care and health needs, personal preferences and any other important factors. Service users will also be offered the opportunity to choose a different type of service using Direct Payments or Personal Budgets. All service users and carers will be offered advice on welfare benefits to mitigate the impact of any additional costs in transition to a new service, carers will also be offered a needs assessment.

Service eligibility is being applied to enable DCC to provide services consistently and ensure similar needs are met with an equitable service response.

Dependency Summary

- Using the high, medium and low categories as well as taking into account the Care Coordinators assessed need, and health needs of service users, the needs of people accessing Dean Lodge are as follows:

HIGH DEPENDENCY	MEDIUM DEPENDENCY	LOW DEPENDENCY
13 females	10 females	2 females
7 males	9 males	2 males
Total 20	Total 19	Total 4

High dependency defined as individuals who are totally dependant upon staff for all care and health needs, including Autism. Also in this category are the service users who currently have 1:1 staffing input.

Medium dependency defined as needing assistance with dressing, bathing, mobility (including the use of mobility equipment both indoors and whilst accessing the community), communications and may require support with toileting and meal times.

Low dependency defined as needing prompts, including minimal support and observation to carry out personal care.

Moving Service Users

In the event of service users changing respite services DCC would;

- 1) Ensure a comprehensive assessment is carried out which fully explores alternative options with the individual and their relatives.
- 2) This assessment would ensure existing provider staff who are familiar with the person's needs and care regime liaise with the incoming provider to exchange information on preferences, effective care regimes, e.g. moving and handling, medication administration, feeding, toileting etc. A critical part of the handover would be to identify the communication problems the person has and how best they can be supported.
- 3) Establish face to face handover/s of medical information from skilled nurses in integrated teams where necessary.
- 4) Ensure the move is planned as far as possible at the pace suited to the individual. Introductory visits which gradually extend to cover mealtimes and social activities then overnight stays all help people to adjust to a different environment.
- 5) During the introductory period the incoming provider can also visit the person within their own home to establish rapport and to reassure carers.
- 6) We would also ensure that the receiving provider staff are fully trained on areas pertaining to someone's care and if necessary current staff will work alongside those in receiving homes on a short term basis.
- 7) DCC would aim to replicate good practice from an existing respite service into any new service.
- 8) Offer carer assessments

Managing change

It is acknowledged that change in a service can be a difficult process however this is something that is managed in all learning disability services and there are established methods to achieving this successfully. Durham County Council has achieved this over a number of years through successful promotion of hospital resettlement programmes, the Coming Home Programme and the growth in supported living services, for example. A programme of introduction and induction is integral to all learning disability services and this varies according to individual needs.

The following are examples of some of the learning disability change programmes that Durham County Council has successfully managed:

- 327 people have been supported to move from their previous living arrangements to their own tenancies in supported living arrangement since April 2009
- 158 people have been supported through the resettlement process to move from long stay hospitals to living in the community
- 82 people, since April 2009, have been managed in a transfer from a Residential Care accommodation to more independent supported living
- 338 people are currently supported in purchasing their own care via Direct Payments, with 261 people commencing a package since 2009.
- Since April 2009, 79 people have been supported to live independently via the long term Shared Lives service
- Over 80 people were supported to access community based services when the Pontop Day Centre closed in 2007.
- 19 people have moved to Shared Lives from taking their respite in accommodation based respite services.

In relation to the above the same service users may have been part of more than one project. It is clear from the above examples that a significant number of people have been involved in service remodelling.

The activity outlined above illustrates therefore that change can result in positive outcomes for people.

The guidance which the Council must follow when charging an individual varies depending on the type of service being provided. In general people taking respite in a residential care setting will be able to keep less money than when using a respite service which is not a residential care service. A recent analysis of 123 cases identified that almost 90% of people using Shared Lives are better off under the Fairer Charging system that is used than they would be if the residential charging system was used.

Action to be taken	Officer responsible	Target Date	In which plan will this action appear
All carers will be offered a needs assessment and advice on welfare benefits.	Care Coordinators	March 2012	Decommissioning Risk Assessment
If decision is made to close service there will be a full HR consultation. Trade unions have been notified of the consultation. Agreed HR procedures will be followed to ensure fair treatment. Attempts will be made within an HR Framework to reconcile staffing between Dean Lodge and Hawthorn House to promote opportunities for redeployment and continuity of care for service users.	Workforce Support	TBC	Team Plan
DCC will aim to ensure a range of respite options are available to meet aspirations and the needs of service users and carers. This will include actions to maintain friendships, respond to age related preferences and respond to those with profound or multiple needs.	Care Coordinators and Service Provider	April 2012	Decommissioning Risk Assessment
Service users and carers will receive individual support to ensure a smooth transition to new provisions. This would include measures to ensure that assessment information is shared appropriately with a new service provider following a change in the service. This would involve respite providers, care coordinators, service users, carers and any other appropriate individuals.	Care Coordinators and Service Provider	April 2012	Decommissioning Risk Assessment
Older carers' needs will be specifically considered as part of the carers assessment and support provided to ensure that service users are not at greater risk of entering permanent respite services.	Care Coordinators	Ongoing	As part of case allocation

Specific transport difficulties will be addressed in line with the DCC transport policy and care co-ordination process.	Integrated Transport Unit	April 2012	Decommissioning Risk Assessment
Information will be communicated in an appropriate and accessible format.	Commissioning and Marketing teams	Ongoing	Communication Plan
Carers and service users will be supported to look at different services where appropriate. This could help improve access to services for people who have previously been unable to access respite.	Care Coordinators	Ongoing	As part of case allocation
Are there any additional assessments that need to be undertaken in relation to this assessment?	Decommissioning Risk Assessment.		
Lead officer - sign off: Head of Commissioning Manager-			Date:
Service equality representative - sign off: Head of Social Inclusion			Date:

Please email your completed Impact Assessment to the Equality team - equalities@durham.gov.uk