

ANNEX C - SHORT TERM BEDS

The Short Term Bed service will provide Short Term provision in our communities, offering a range of Residential and Nursing beds for the following purposes:

- carers can book a short break (Planned Respite), which must be booked at least 7 days in advance;
- emergency/crisis support can be provided, for example when a carer has to go into hospital or to prevent breakdown of the caring role (Emergency Respite);
- individuals can receive Intermediate Care Services from Health;
- Health and Social Care Professionals can assess individuals over a period of up to six weeks

The Service is being commissioned to primarily meet the needs of carers and individuals accessing our services within our older population but should also be made available to other adults where their Short Term needs can be facilitated within these settings and there is supply available.

The purpose of a Short Term Bed is to enable a Service User to return home or to be moved on to the right setting for that individual. Short Term Beds will be available to individuals following a hospital stay or to an individual who has experienced a health or social care crisis in their own home. They will also be available to be pre-booked for a carer's short break. Placements will be managed by a bed coordinator who will be employed by the Council and will be a central point of contact for all bed bookings.

Short Term Beds will be available for a maximum period of six weeks and during the period there will be no charge to the Service User, unless the bed is to be used for respite purposes. However, most people will stay for a shorter period than six weeks. Anyone staying longer than six weeks may be charged for the use of the bed.

The support need will be agreed prior to admission, however, there will be a period of assessment once the individual arrives at the care home and the Provider will be expected to create a Care and Support Plan, involving the Service User and/or their representative wherever possible and their key worker. The Provider will be responsible for the provision of care and support as detailed in the Council's Older Persons Residential and Nursing Care Homes Service Specification.

When the Short Term Bed is used for respite purposes, the Service User will be charged their assessed contribution (based on a standard residential/nursing rate, as appropriate) by the Council. Unless there are exceptional circumstances, respite placements are limited to four weeks per year as identified on the Service User's support plan.

Outcomes

Outcomes for the Service Users which are specific to this element of the Residential and Nursing service include:

- Service Users will be supported to return to a suitable provision or to return home following a stay in a Short Term Bed;
- Service Users will be made to feel welcome during their short stay;
- Service Users will be able to take part a range of appropriate, personalised, activities;
- Service Users will be offered opportunities to engage in conversation with Staff and other residents;
- Service Users health will be maintained and/or improved.
- Service Users, with the support of the Intermediate Care Team, will have a detailed assessment of their needs completed and an appropriate Care and Support Plan identified for implementation by the Provider and visiting professionals;
- An effective Care and Support Plan will be created for Service Users within 48 hours of them accessing the Short Term Bed, wherever possible involving the Service User and/or their representative in the creation of their Care and Support Plan;
- Service Users will be enabled to carry out everyday tasks, such as making their bed or making a cup of tea and transferring this safely from one place to another;
- Service Users will be able to have a varied and healthy diet and be supported to be able to exercise (where appropriate);
- Service Users will be enabled to get in and out of bed as independently as possible;
- Service Users will be enabled to get in and out of a chair as independently as possible;
- Service Users will not feel vulnerable during their stay;
- Service Users will feel confident and safe during their stay;
- Service Users will be assisted to integrate into the home by the Provider ensuring that a key worker is on duty when the Service User is admitted; and
- Service Users will be enabled to communicate their likes and dislikes.

In order to support the outcomes required within the context of a Short Term Bed Providers will:

- Identify one key worker to work with the Service Users accessing the Short Term Beds. If the key worker is not working, a secondary key worker will be available so that there is always someone known to the Service User;
- Ensure that there is a process to record preference information;
- Ensure Staff are able to make time to have conversations with individuals;
- Work within a multi-disciplinary approach for Support planning and review processes;
- Work with the Intermediate Care Team and the Service User's Case Manager with regard to intermediate care placements to achieve the outcomes agreed with the Service User and any other professionals involved;
- Support the Service User to meet dietary and/or exercise plans/regimes that have been developed by health professionals;

- Ensure that the room has a variable height bed with appropriate mattress and that variable height chairs, or blocks to allow chairs to be raised in height, are available for use;
- Provide space for the safe storage of equipment;
- Ensure that there are processes and policies in place to safeguard individuals accessing the Short Term Beds;
- Ensure that Staff are trained to a suitable level;
- Ensure that the Service User is supported to maximise their independence;
- Ensure that there is limited impact on permanent Residents;
- Ensure that, as part of the Care and Support Plan, Staff are aware of tasks that Service Users want to continue to carry out;
- Ensure that staff are able to support Service Users to carry out tasks, supporting Service Users that access the Short Term Beds rather than care for them; and
- Ensure that communications are appropriate to an individual's needs.

To ensure that service meets the requirements of the specification the Service Provider will;

- manage the referral process prior to commencement of the contract to enable immediate use of the beds commissioned, carrying out appropriate ongoing assessments where necessary;
- ensure beds within single rooms are available and suitable for the provision of an assessment, intermediate service or a short break in the care home;
- have the beds, within single rooms, purchased by us, available at all times during the contract period;
- ensure that the care home's designated GP is responsible for any medical emergency arising whilst the Service User occupies the Short Term Bed;
- in all cases visit the individual prior to discharge to ensure that they can meet their needs, as per the Regulator's requirements;
- commence discharge planning from the care home upon admission to the Short Term Bed and set a date of discharge;
- not be responsible for transport to the Short Term Care bed, which is arranged via the referrer (transport back home following the short term placement is the responsibility of the Service User or their representative);
- work with the Council's bed coordinator to record any occasions where the Provider is unable to accept a Service User into a Short Term Bed and the reason for this refusal; and
- evidence a performance monitoring process to ensure a high quality service.