

My Life, My Future consultation

Urgent Respite



What do we mean by Urgent Respite?



Urgent respite provides care and support when someone's usual care is not available, in unexpected and unplanned circumstances.

This booklet explains:



**What you
have told us**



**What are the
proposals**



**What this would
mean for you**

Urgent Respite

What you have told us



You might need urgent support if your support breaks down.

You told us that urgent support should be:



Delivered by skilled staff who can support people with complex needs.



Available 24/7. This means all day, every day.



Easy to arrange when situations are difficult.

Urgent Respite

What you have told us



You told us that the right setting is important:



If it is in a building, the service should be homely, safe and calming.



There should also be the option to have support at home.

Urgent Respite

What are the consultation proposals



Planned and urgent respite are currently provided in the same building.



We are proposing to change this, so that Urgent Respite and Planned Supported Breaks are separate services.

Urgent Respite

What are the consultation proposals

New service



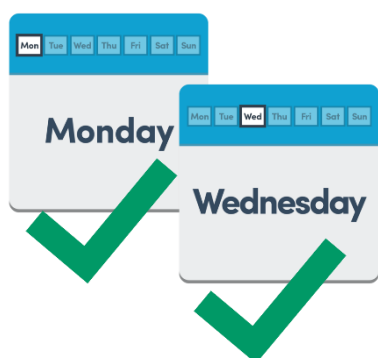
The new Urgent Respite service would:



Be available 24/7



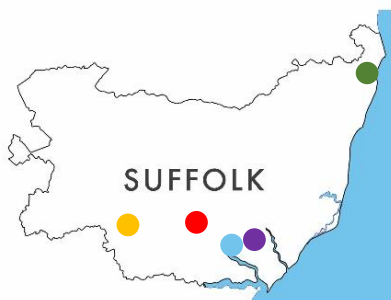
Meet a wide range of needs



Be available quickly, usually the same day.

Urgent Respite

What are the consultation proposals



We would use one of our planned respite buildings to deliver the service.



It is likely this would be The Bungalow, which is on Edmonton Close in Kesgrave that we would use for the Urgent Respite service.



This would mean it would not be available for planned respite breaks.



As well as providing support in a building, the service would be able to provide support at home as well.

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What the new service would do



This would be a short-term service that supports people to return home as quickly as possible.



It would provide care and support when an urgent family situation means someone's family temporarily cannot.



It would provide time away from the home if care and support is at risk of breaking down because of behaviour that challenges.



It would work with other providers to look at the type of care and support needed for someone to return home.

Urgent Respite

What the new service would do



There would be a very skilled staff team, who would be particularly skilled in working with behaviour that challenges.

Urgent Respite

What this would mean for you



If you need urgent respite breaks:

The service would be arranged quickly.



The service would be able to a wide range of needs.



If you do not have complex needs, there could be a choice of locations.



You would not need to use your personal budget to use this service.

Urgent Respite

What this would mean for you



If you currently use planned respite breaks:



The new Urgent Respite service would mean fewer Planned Supported Breaks would need to be cancelled.

Urgent Respite only



One of the existing buildings would become an Urgent Respite only service.



People who were affected would be supported to find alternatives. This would include a review, with a social work practitioner, about their needs and how they can be met.



**This booklet was translated into Easy-Read by Ace Anglia,
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