

Appendix 8 - Professionals Consultation – Questionnaire & Drop In Sessions Overview

Home & Community Support Professionals Questionnaire Summary

Do you work for Peterborough City Council (PCC) or Cambridgeshire County Council (CCC)?

Area	Number
Peterborough	6
Cambridgeshire	25
Both	2

What works well within the current arrangements?

- Staff work creatively to meet need
- Continuity of worker – this builds trust with families
- Families having flexibility to choose what activities their child/young person completes in the community
- Good relationship across Peterborough/Cambridgeshire
- Well trained staff
- Packages work well once they are in place
- Referral process (CCC)
- Child centred care
- Family centred approaches
- Supporting families during crisis or harder times
- Liaison between professionals and services to support children/young people and their families
- Parents are able to build the trust with their worker

What could work better within the current arrangements?

- Recruitment difficulties
- Provider capacity
- Inconsistency of support - impacting families significantly by either not being able to deliver full allocation, ending packages, or delayed start to packages
- More information for agencies on how they can join the DPS
- Need more providers in Peterborough as rely heavily on Circles Network who do not have capacity and Peterborough Pathways is only temporary
- Transfer/continuation of support post 18
- Better aligned systems across Peterborough and Cambridgeshire to improve and strengthen working practices
- Better geographical spread
- Support for older children/young people is challenging to source.
- Support for children/young people displaying behaviours that challenge is challenging to source
- Focus on independence and preparing for adulthood, including self-help skills

Do you think providing Community Support requires a different skill set than providing Personal Care?

Yes	19	58%
No	5	15%

Not Sure	9	27%
----------	---	-----

Please give details on the different skills you think workers need.

- Community Support requires more creative play and energy/enthusiasm to get the CYP motivated
- Personal care focus is different in terms of promoting independence and ensuring dignity at all times
- For Community Support, workers must be more aware of potential triggers
- For Community Support, there need to be a focus on planning community based activities that meet the service users needs
- Community support requires more understanding of behavioural and sensory needs
- For Community Support, workers need support to be trained around behaviour management; including absconding risks and de-escalating techniques.
- There is different training required e.g. PROACT-SCIPr, life skills, PFA vs moving and handling, medication administration
- Community support requires more relationship building
- Constant risk assessing
- Community Support requires an understanding of the local area
- Community Support sessions may require a vehicle that fits the CYP wheelchair for example and can meet their mobility needs.
- “Personal Care is more invasive for the child and would require someone who understands the vulnerability of our children and they need to be treated with respect”
- “Community Support is building a relationship rather than completing a task”

Do you think the Local Authority should have different hourly rates for Home Care (support with Personal Care in the home) and Community Support?

Yes	12	37%
No	15	45%
Not Sure	6	18%

Do you think the Local Authority should have different hourly rates that reflect the complexity of the care & support that a provider would deliver? i.e. a generic and complex rate

Yes	26	79%
No	4	12%
Not Sure	3	9%

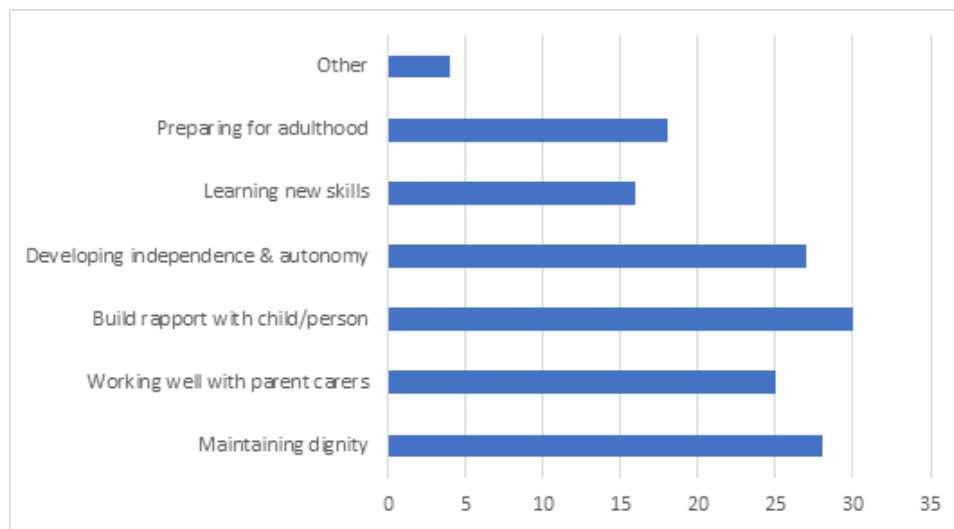
What would you consider to be 'complex' care and support?

- Needs where additional training is required in order to meet need e.g. Visual/Hearing impairments, PEG feeding, oxygen administration, hoisting, tube feeding, administering medication
- Challenging behaviour (including absconding)
- Behaviour that could cause the staff harm
- Significant communication needs (non-verbal, developmentally early stage)

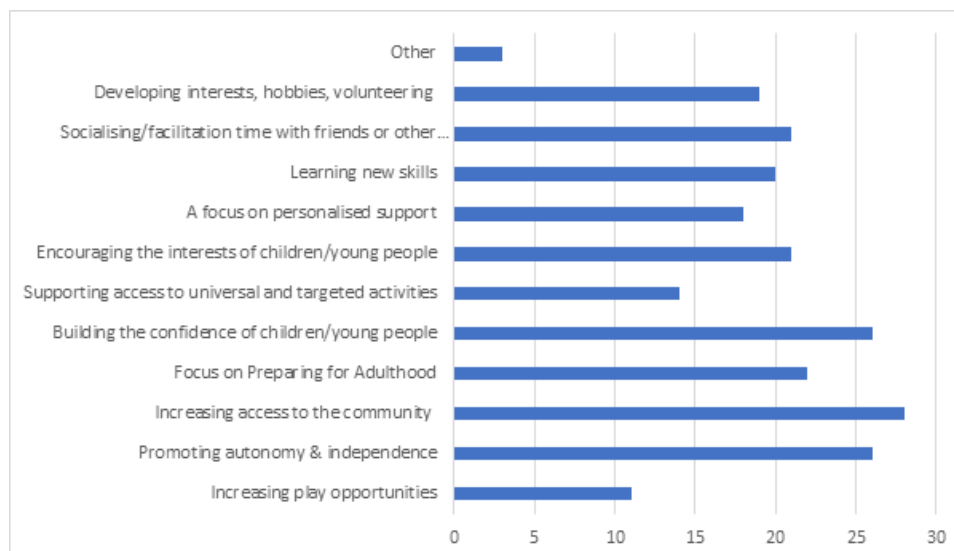
When looking to deliver Home & Community Support, what aspects should be prioritised by providers?



What do you see as the primary outcomes when delivering Home Care?



What do you see as the primary outcomes when delivering Community Support?



In your experience, are there particular presenting needs which previously providers have found more difficult to manage?

Yes	13
-----	----

No	11
Sometimes	9

Please outline these particular presenting needs.

- Challenging behaviour
- Absconding
- Sensory needs
- Smaller packages

Are there particular providers that the Local Authority use that you prefer to support with your cases?

Yes	5
No	22
Sometimes	4

Why is this?

- Training specific to some needs
- Reliable
- Communication
- Willing to 'pull out the stops'

Are there particular providers that the Local Authority use that you prefer not to support with your cases?

Yes	4
No	23
Sometimes	3

Why is this?

- Unreliable, let down regularly
- Inadequate training
- Unprofessional staff
- Poor communication/feedback
- Some agencies 'cherry pick' what cases they pick up

Have parent carers/families fed back to you regarding Home & Community Support services provided?

Yes	5	
No	2	
Yes, but cannot recall the exact nature of the feedback	8	

Please briefly outline the nature/content of the feedback provided.

Negative

- Wish support could continue post 18
- Not happy when hours are not delivered

Positive

- Happy with skill set and experience of services

General Comments

- Not enough staff to take on referrals. To many relief/agency staff who are less able to commit to specialised training
- Expectation of minimum number of packages to pick up per year?

Have children/young people fed back to you regarding Home & Community Support services provided?

Yes	5	
No	7	
Yes, but cannot recall the exact nature of the feedback	3	

Please briefly outline the nature/content of the feedback provided.

Positive

- Valuing conversations during preparing for adulthood assessment
- Providing fun and engaging spaces, activities and experiences
- They enjoy their time

Negative

- Providers do not always want to do the things that I want to do.

Home & Community Support Drop Ins

Key Themes
<ul style="list-style-type: none"> • Challenging to pick up smaller packages • Challenging for providers to pick up packages within rural areas • Internal/External - have a mix of both, difference in quality, go via CSS first... • Personal Care & Community Support – the skill set is different... • Generic & Complex – there are differences, largely around skill set • Introduction of a High Level Family Support lot
Specification
<p>Home Care & Community Support Build relationships with parents and wider family- important to build up trust Having a core staff team of 2/3 people (all of whom are appropriately trained) - communication within this staff team. New workers shadow those that area aware of the CYP's needs and the approach to these needs. Matching/compatibility</p> <p>Community Support Planning – accessible venues, accessible toilets (changing rooms & access to keys), cost of activity Planning/communication with parent carers around remit of the session and costs involved Having a base/hub (or organise access to a base/hub) Ensuring staff all have Business Car Insurance Matching/compatibility</p>
Referrals
Clarity around Personal Care needs, including out in the community
Presenting Needs
ADHD/ASD Very active – constantly on the go/require constant supervision At risk in the community Early developmentally/developmentally early stage Communication needs Religious/cultural needs ASD with no Learning Disability (displaying behaviours that challenge) <i>Intensive, short term, focused piece of work – outcomes focused (PfA, positive role modelling, independence and access to mainstream community activities).</i>

Training
Offer from CSS Offer from PBS (understanding of PBS approaches) Restraint Training Sensory Needs Communication techniques
Hourly Rates
Consideration of mileage/maximum mileage 20 miles Allowances – cost of activity
Complex Needs
CYP at a developmentally earlier stage – communication requirements Sensory Needs Behaviours that challenge Health needs – requiring specific training I.e. gastrofed, PEG fed
Integrated Working
Feeding into CIN reviews etc. Support workers attending certain meetings (paid for?)
Feedback Methods
Providers ask for parental & CYP comment on Session Reports Providers ask for feedback as part of quarterly monitoring Children’s Commissioning send out Parent Carer Feedback Forms on 6 monthly basis