



07 2015

Review of Tamerine Social Care Respite Service

1. Executive Summary

- 1.1** This paper seeks to outline plans for the future of a social care respite service provided at Tamerine, a four-bedroomed property in Southwick Road, Denmead.
- 1.2** Tamerine is owned by Southern Health NHS Foundation Trust. TQ21, the Trust's social care arm, and provides social care respite to approximately 23 people with moderate to severe learning disabilities who live in Hampshire.
- 1.3** Referrals to the service are predominantly made by two local authorities: Portsmouth City Council and Hampshire County Council.
- 1.4** This report, which is for noting, explains the reasons for the required changes to the service.

2. Contextual information

- 2.1** TQ21 is the social care arm of Southern Health NHS Foundation Trust. It provides support predominantly to people who have a range of needs in addition to having a learning disability.
- 2.2** Respite services provide relatives and carers of people with a learning disability a break from their caring role.
- 2.3** TQ21 is reviewing all of the services and support packages it delivers. The main factor influencing the need for this review is commercial sustainability.
- 2.4** The social care marketplace is becoming ever more competitive. The national vision for Adult Social Care is for services with greater choice and control for people with learning disabilities. There is significant evidence of a shift in how people want to be supported. This has impacted upon the use of respite services, with individuals now choosing a greater range of alternatives to traditional residential respite. This includes Shared Lives, supported holidays and Direct Payments.

3. Background

- 3.1** Although it is highly valued, Tamerine has been running at significantly below capacity for several years. Unfortunately, even if Tamerine was to run at full occupancy, it would still not be sustainable.
- 3.2** Despite considerable efforts, the cost of running Tamerine has been unsustainable for some time. TQ21 has found it increasingly difficult to continue to provide the service in an ever more competitive marketplace.
- 3.3** Although it is a difficult decision, TQ21 regrettably has no option but to no longer deliver the respite service. It is due to withdraw the service on 20 December 2015, despite the fact this will result in continued financial losses for the organisation.
- 3.4** Tamerine was last inspected by healthcare regulator the Care Quality Commission (CQC) on 4 September 2014. The service was found to be fully compliant, with all standards being met.

4. Service users, relatives and carers

- 4.1** Approximately 23 people with moderate to severe learning disabilities in Hampshire and Portsmouth City use the service.
- 4.2** Hampshire County Council and Portsmouth City Council are working in partnership with TQ21 and have plans in place to look at alternative respite options for the people who currently stay here.
- 4.3** Earlier this month, families and carers of every person who uses Tamerine were contacted individually by telephone and letter to invite them to a meeting regarding the future of the respite service provided there. Two meetings were held on the same day to maximise the possibility of them being able to attend. The meetings were attended by relatives, carers, representatives from TQ21, and commissioners.
- 4.4** Plans to close Tamerine and reasons for the closure were discussed, and all present, were given the opportunity to ask questions of senior representatives from TQ21 and commissioners.
- 4.5** At that same meeting, opportunities were taken to engage with relatives and carers of people who use the service to begin the process of setting up 1:1 meetings with the respective care management team, to arrange a review and assessment of the people affected, so that alternative options could be appropriately discussed.



4.6 A follow-up letter was sent to all relatives and carers. Phone calls were also made to those unable to attend.

4.7 TQ21 will ensure people who use the service, their relatives and carers, and Portsmouth City Council Health Overview and Scrutiny Panel and other key stakeholders are kept fully updated.

5. Staffing implications

5.1 A total of 10 TQ21 staff will be affected by the change. We are working with all staff affected to offer redeployment within Southern Health NHS Foundation Trust. It is not anticipated that there will be any redundancies as a result of this decision.

6. Recommendations

6.1 That Portsmouth City Council Health Overview and Scrutiny Panel members note this report.