



Crash Pad service – working groups

1. What was the aim of the group?

The group looked at the new 'Crash Pad' service for people with learning disabilities / autism.

This service is to provide support to adults with learning disabilities and/or autism **when they are in a crisis**.

For example, when behaviour has become very challenging or when a carer has to go to hospital unexpectedly.

The aims of the group were to look at this **new service model** and make **recommendations** about how it can be a success. Questions included:

- How should the new service work?
- What could the service be called?
- What concerns do people have?
- How could these be overcome?
- What do professionals need to know?

The group also reviewed the pen picture (simple profile) and referral forms.

2. How many times did the group meet and how many members?

There were two groups that worked on this:

- Mencap 'Have your say' group – 22 May 2017 – 9 attendees
- People Bank working group – 26 May 2017 – 7 attendees

It was very valuable to have these two different perspectives to feed into the final recommendations.

The groups were facilitated by Ella Goschalk alongside Eva Fleming, from the Joint Commissioning Unit.

3. What were the overall outcomes of the group and how will they feed into the service?

See detailed table below – the **majority of recommendations** have been taken up. There is a further meeting for the service in July to decide on the final few recommendations.

- There were 28 suggestions for new names for the service



There were recommendations put forward on the following topics:

- How the service should work in someone's home and how people would feel about it
- The impact on having the service in supported living settings
- How the professional should treat the service user and their family – and what they should know
- The impact of this service on other services that person receives
- How the service is funded and what happens next

The group also reviewed the 'pen picture' form and the referral form – and their feedback has been put into the final documents.

The commissioners and providers have said how useful it was to get input from residents – especially in bringing up issues that they hadn't thought of before.

4. What plans are there for sustainability?

The remaining suggestions will be discussed at a meeting in July between Barnet Council and the providers of this service. The working group members will get more feedback about what was implemented.

Once the service starts there will be a follow up working group (in about 3 months) to look at how it works in practice and what improvements can be made.

Working Groups – You Said, We did

Crash Pad service design

May 2017

You Said	We Did
28 suggestions of names for the service	Many good suggestions! Final name to be decided in July
Mixed opinions about having a professional staying in family home – some people would be comfortable with this and others wouldn't	Yes - The service will be flexible and it will be up to the client/family whether they get the service at home or somewhere else
Need to make sure that costs of food / toiletries of the professional don't fall on the family	To be finalised in July how this will be subsidised
6 weeks may be too long to have someone in your home	Yes- The service will be flexible and only in place for as long as is needed
If someone moved into a supported living accommodation to get the service –	To be finalised in July – we will make sure that people already living



would need to take into account the impact on the other residents, including gender of the person and different needs	somewhere are not disrupted by a new person receiving this service
There should be an opportunity for people who might use this service to get to know the professionals before a crisis hits	Partly – Learning Disability team know the high risk group well and can help to be a familiar face when setting up the service
The service needs to understand my skills / needs / what I'm like/ my likes and dislikes	This has been included in the 'pen picture' which is the simple profile of the person
Need to make sure that files and plans are up to date	For the high risk cohort there are weekly meetings and regular updates However this is a wider issue too to be looked at
The professional should be trained in first aid, especially anything specific for that person	Yes - this has been added to the referral form
Need to have a meeting between the professional for this service and other people who know the client	Yes – this will be part of the multi-disciplinary meetings. Family members/ carers can also come.
Need to know my files and other information e.g. communication book	Yes – this will be available as well as the pen picture
Need to meet the professional before they move in	Yes – this will be possible
Need to make sure that other services and activities are not disrupted e.g. day activities, homecare Need to be in touch with other services e.g. transport	Yes- Most existing services will stay in place – the aim is to disrupt daily routine as little as possible The pen picture will have information about what these services are and who to contact.
Who would pay for the service and how would it work?	Still being finalised - July
Need to be sure that if someone was moved to supported living they would be able to move back home	Yes- very soon after referral (72 hours) there will be a meeting about ongoing plans. Person will visit home throughout the service. There will be a plan for moving home and a long term plan to stay there.