



KEMSING ROAD SHORT BREAK SERVICE

Care &
Support

Outcomes to be achieved by the Service:

- The service will deliver flexible respite solutions for service users such that they, their families/carers and Royal Greenwich Council achieve their target outcomes as set out below.
- Accommodation-based provision is homely and comfortable.
- The service will minimise staff turnover and provide consistency for the service users.
- The service is held in high regard by the people that use it, their families/carers and other stakeholders.





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Outcomes to be Achieved by Service Users:

- I can access respite when I want it.
- I am supported to access respite where I want it.
- I am supported to access day opportunities and other activities that I want to do when using respite.
- I am supported to get ready on time for all activities.
- My dietary needs and preferences are catered for by the service.
- Staff understand my needs and respect the choices I make.
- I am supported to take my medication at the right time.
- Staff respect my possessions.
- I am respected by other people using the service and I respect them.





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Outcomes to be Achieved by Families/Carers:

- My family/carer feels confident that the service is providing good quality care for me.
- My family/carer receives a genuine break from my caring role when I am using the service.
- My family/carer feels that the service recognises their role as an expert by experience and listens to what they have to say about my needs and choices.
- The process for booking the service is simple, flexible and easy to understand.
- The processes for booking in and booking out are straightforward, easy to understand and do not take up too much of my time.
- (For people using Direct Payments.) The service has a transparent billing process and payment arrangements are straightforward.
- The service responds quickly to and keeps my family/carer informed of any incidents involving me.
- The service responds positively and promptly to complaints and suggestions.





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Outcomes to be Achieved by Royal Greenwich:

- People with learning disabilities in the borough and their families/carers know their allocation of respite days/hours and are encouraged to take up their allocation in full.
- People choose to access respite in ways that suit them and at times that suit them.
- The service delivers good value for money.
- The service responds to changes in people's preferences and informs commissioners of changes in the pattern of demand to inform future commissioning decisions.

