



## Service Agreement

### Terms and Conditions of the Young Prospects Short Breaks Service

<b>Service</b>	Young Prospects
<b>First line address</b>	29 Shrewsbury Road
<b>Town</b>	Redhill
<b>County</b>	Surrey
<b>Postcode</b>	RH1 6BH
<b>Phone number</b>	01737 778572
<b>Email address</b>	<a href="mailto:youngprospect@activeprospects.org.uk">youngprospect@activeprospects.org.uk</a>
<b>Bookings Email</b>	<a href="mailto:ypbookings@activeprospects.org.uk">ypbookings@activeprospects.org.uk</a>

This Service Agreement is also available in easy read format, large print or different languages if requested.

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## 1. Overview of the service

- 1.1 Young Prospects 'Active Short Breaks' is a ground floor seven-bedroomed service in Redhill which can accommodate overnight support and daytime opportunities for young people aged 18-35 who have a learning disability and/or Autistic people and/or a physical disability.
- 1.2 The service is registered with the Care Quality Commission and is fully regulated. An updated inspection report can be found in the service or online on the CQC website at <https://www.cqc.org.uk/location/1-121963706>

## 2. Assessment and accessing the service

- 2.1 You can contact us directly using the contact details on the front of this document, or you can ask your care manager to contact us.
- 2.2 We want to make sure that the service we offer meets your needs, and is somewhere you would like to be. Our referral and assessment process is designed to help you do that:
- First we will offer you a date and time to visit the service.
  - If you like it and want to, we will then arrange for you to visit again, with your parent/carer for an assessment. This gives you a chance to spend time with other young people and meet some of the staff while we complete the paperwork.
  - The next step is that we will make sure that we can offer what you need and send you a provisional offer, or explain why we are not able to offer you a service at the moment.
  - Once we have made you a provisional offer we will contact your care manager and ask them to confirm the funding in place. Once they send us this information, bookings can begin.
  - Sometimes there can be a delay between us offering you a service and the service starting, this may be because we are waiting for more information, for funding to be agreed, or we may need to provide training for staff e.g. specific health conditions.
- 2.3 We will develop a support plan called This is Me, and we will share this with your family/carer and to ensure that our service meets your needs and you know what we can offer you.

## 3. Charges 2022-2023

### 3.1 Overnight charges

<p><b>Staying overnight short break cost</b></p> <p>If you require additional support this will be priced separately with support from your Care Manager following your assessed need.</p>	<p>£234.95 per night includes refreshments and a share of three staff on duty.</p> <p>3pm – 10am (overnight times)</p>
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<b>If you would like to stay with us for more than one night</b> this will include a 24-hour period, and support will end at 10am on the day of departure.	£234.95 per night from 3pm on day of arrival to 10am on day of departure, including refreshments, and with a share of three staff on duty
<b>1:1 hourly charge if requiring any additional 1:1 support to stay overnight</b>	£19.19 per hour
<b>Transport costs</b>	Transport is only provided for local community activities during stays and for travel within a 3 mile radius.
<b>Activities</b>	All young people to pay for their own activity entrance charge.

### 3.2 Day only opportunities

<p><b>1:1 service</b></p> <p>We can offer a 1:1 service for people during the day and/or evening,</p> <p>Your refreshments and meals will be provided, and you will receive 1:1 support to enjoy the activities on offer, or do something specific to your support plan.</p>	<p>The hourly rate is £19.19.</p> <p>This does <b>not</b> include expenses for outings or activities e.g. you will need to pay for entrance fees for places of interest, swimming, or cinema.</p>
<p><b>Shared support</b></p> <p>We can only offer shared support at a ratio of 1:3 for specific events and outings, this is not a service that is available every day/evening.</p> <p>We will provide a monthly schedule of what is on offer, and you will be able to book in for the things that interest you.</p>	<p>The hourly rate is £19.24</p> <p>This does <b>not</b> include expenses for outings or activities e.g. you will need to pay for entrance fees for places of interest, swimming, or cinema.</p>



## 4. Mileage and transport conditions

- 4.1 There is only one vehicle at Young Prospects which is primarily used to support transport within a three mile radius from Young Prospects based in Redhill for accessing local activities. The vehicle may not always be available and will at times require maintenance works. On these occasions we will be using community transport. Transport must always be booked in advance.
- 4.2 Unfortunately we are unable to offer transport outside of the three mile radius of Young Prospects but are happy to work with you and your care manager to find solutions to any transport issues.

## 5. Bookings for overnight stays

- 5.1 We want to ensure that all young people aged 18-35, their carers and families, have an opportunity to access our service. To do this we will only be able to take your regular bookings up to three months in advance but you will be able to book a one to two week holiday in advance of this.
- 5.2 Overnight stays are based on a booking system from 3pm -10am to reflect a hotel experience, however at weekends this is extended to 3pm to 3pm. All other times will be charged at a 1:1 rate of £19.24 per hour if support is required outside of this. If you would like to stay with us overnight for more than one night this will include a 24-hour period and support will end at 10am on the day of departure.
- 5.3 To ensure the experience of making bookings for our services is as positive as possible we will confirm all bookings in writing. We are happy to take your booking by telephone but via email is preferable at [ypbookings@activeprospects.org.uk](mailto:ypbookings@activeprospects.org.uk)
- 5.4 We will work with you to understand your personal budget or your support package which has been agreed by Adult Social Care. This will help you to understand how many overnight stays and/or 1:1 support you may have allocated to you.
- 5.5 We know the importance of receiving a break for young people, carers and families but there are rare occasions when Young Prospects reserves the right to cancel agreed support or overnight stays. These occasions can include the following: if the young person is unwell, if there are risks to other young people or it is unsafe to continue support, if there is an emergency e.g. power cut, flood, etc.

## 6. Use of the overnight rooms

- 6.1 We would like to give all overnight guests the feeling of staying at a hotel and therefore each room is made up for each new guest booked in. We are unable to store clothes or other personal belongings for frequent guests to the service.
- 6.2 It is expected that each overnight guest brings their own toiletries. Washing of clothes will only be completed if the stay is for more than one overnight. Each bedroom will have its own locked cabinet and medication cabinet to ensure that personal belongings are kept together. All monies and medication will be returned after each visit.

## 7. Staffing ratio for overnight stays

- 7.1 The overnight hotel service has a staff ratio of one staff to three people, and up to three staff to the seven overnight guests.
- 7.2 This service does not include one-to-one support. We are able to offer additional staffing at an extra cost following your assessed need and confirmation of funding.

## 8. Eligibility Criteria

- 8.1 The service at Young Prospects is primarily for 18-35 year olds and near to your 30<sup>th</sup> Birthday we will be working with you and your care manager, family/carer to explore other opportunities of short breaks in the local area that may now be more suitable for you.
- 8.2 Applications are only accepted for people with an eligible need e.g. learning difficulty, and/or autistic people: funding in place from Social Services, Health, or Direct Payments.
- 8.3 The level of risk is manageable in terms of medical needs, behaviours etc.

## 9. Activities

- 9.1 We offer all of our overnight guests the opportunity to access our in-house activities and local activities in the community. We will keep support notes for each visit and are happy to share these, with permission from the young person, so that you know what has happened during the visit.
- 9.2 Active short breaks offers a programme of activities in the college or school holidays which all young people can book onto in advance. These activities have an all-inclusive cost which includes staff support, entrance fees, and any transport costs. You will be given details of the days out and how to book/pay for these. We do sometimes need staff to make the booking and pay for it.
- 9.3 Active Living is a part of Active Prospects and offers a monthly calendar of events that people can join in with. Some of these are free, and some do have a cost, we will inform you if there is a cost involved. We also have a choice of activities and workshops specific to Young Prospects, each week that people can choose to join in with, as well as a sensory room and our own mini petting zoo with rabbits and guinea pigs.
- 9.4 **Please note the following:**
- People who are funded for group support (1 staff to 3 people) will be restricted to the activities that are on offer, or that can be provided for the group.
  - People who have 1:1 support may be able to access a wider range of activities and outings, based on need and availability.
  - Although activity timetables are available in advance, some are dependent on staff availability and may not be able to happen regularly. Also, some may need to be cancelled at short notice e.g. bad weather, unexpected sickness.

## 10. Communication

- 10.1 Each person has a Communication Book for short breaks, and staff/parents/carers use this to communicate with each other, so this is sent home with the person, and we need it to be returned at their next visit. We will also ask you when and in what way you would like us to communicate with you e.g. telephone, and email as needed, or requested, e.g. photos of activities.
- 10.2 Good communication is vital for the wellbeing of the person and the success of their time at Young Prospects. It is important that we both commit to giving each other a full handover of key information for example medication changes, medical concerns, changes in needs or behaviour, operations, events that may impact on how they are feelings or behaving e.g. bereavement, changes in contacts, dietary requirements, allergies, covid vaccinations and testing.
- 10.3 We may need to end a visit if no longer viable, and will contact parent/carer. This may be because a young person is ill, unhappy or there is any medical or safety reason they cannot remain for the full stay booked. This is similar to what happens when someone is at school. It is expected that the person is collected as quickly as possible. Refusal to collect the person would impact on their eligibility for future bookings.
- 10.4 Whilst we are committed to providing a reliable service, there are unexpected events that may impact on current or future bookings e.g. covid outbreak, environmental issues e.g. flood, loss of utilities.

## 11. What we are unable to offer

- 11.1 Because this is a short break service there are some elements of organisational provision that are not available at Young Prospects. Some examples are as follows:
- Functional assessments and PBS planning
  - Taking people to and from medical appointments
  - Nursing tasks – this will be explored fully at assessment, but are generally not offered
  - Transport to and from the service
  - Visits at home
- 11.2 Please note we have a zero tolerance approach to any verbal or physical aggression towards any staff member by families and/or carers. If staff are subjected to any kind of abuse we reserve the right to terminate all bookings and report all incidents to social services / care manager / funding body.



## 12. Emergency placements

- 12.1 An emergency placement is the provision of a temporary or permanent home and support without the usual planning or assessment process having taken place. Active Prospects prides itself on being able to respond appropriately to emergency referrals within its short breaks service or current voids across the organisation. We have a very clear policy and procedure that outlines how Active Prospects does this to ensure risks are managed and individuals receive appropriate support within the emergency circumstances. A copy of this is given to referrers, so that all expectations are clarified and agreed. We can, in some circumstances, offer an emergency respite placement e.g. if a parent/carer is taken to hospital, because a move to a new home has been unexpectedly delayed.
- 12.2 Emergency placements at Young Prospects are always time limited, and for a maximum of 6 months only. It is possible to request an extension, but this is at the discretion of the service and senior management teams. Please note this is likely to incur additional costs.
- 12.3 Accepting our offer of an emergency placement is acceptance to the following terms:
- Weekly contact with relevant professionals (and family/carer where appropriate)
  - That our notice period is one week, although it can be a month with prior agreement
  - Additional costs for deliberate damage, or increased staffing in an emergency situation will be met by the person/organisation funding the placement
  - Surrey referrals take priority. We can consider referrals from counties bordering Surrey - Sussex, Kent, Hampshire, Berkshire and South London. We do not accept referrals from counties further away.

## 13. Additional contacts

<b>Head Office</b>	01737 924 084 <a href="mailto:info@activeprospects.org.uk">info@activeprospects.org.uk</a>
<b>Service Manager</b>	07970 158 327 <a href="mailto:Krystal.Hammond@activeprospects.org.uk">Krystal.Hammond@activeprospects.org.uk</a>
<b>Area Manager</b>	07966 612541 <a href="mailto:Dawn.Boyce@activeprospects.org.uk">Dawn.Boyce@activeprospects.org.uk</a>
<b>Head of Care</b>	07812 487 831 <a href="mailto:Taljinder.Jagdev@activeprospects.org.uk">Taljinder.Jagdev@activeprospects.org.uk</a>