

Appendix 6 – Consultation with Parents about Haslemere Road Respite Centre

1. General Comments:

- The biggest worry for the parents was about closing the centre.
- They loved the centre and the staff and wanted assurance of continuity of staffing if future arrangements were different.
- They said the centre made sure the children felt safe and was developing the children's independence skills by having meaningful interactions with other young people their age.
- They emphasised that it was the only place where children with complex physical needs could stay overnight at the moment and that they feel their children are safe and well taken care of.
- As parents they particularly valued the overnights and wanted more and over a longer time period, with the centre open longer during the week.
- They said that they preferred this type of offer to having support from agency staff in the home
- They would potentially buy more respite if they also had a personal budget (some families have both the Haslemere Road offer and personal budget but the budget cannot be used for Haslemere at the moment)
- They liked the location -but they valued the staff more than the site.

2. Comments around the Proposed Option:

- They were cautiously supportive of someone else managing it, as long as there was staff continuity and assurance of the 'offer'. They would prefer a charity to a profit making organisation and wanted to be re-assured that their respite offer was the same or better. They emphasised that the staff in the centre needed proper training and support and did recognise that a larger organisation may be able to provide this (e.g. nursing training and advice over several different settings would be more efficient than employing a nurse for only one setting).
- They wanted to make sure that Haringey children as a group got first call on the respite offer and slots were not given away to other boroughs.
- They seemed to quite like the idea of the site used for playgroups or other things for children and young people with SEND during the week when the respite offer was not running.

3. Questions Parents Asked:

- How would we be buying services from Haslemere in the future?
 - Same as at present or in a similar way, by accessing Personal Budgets.
- Will the provision change?

- We will endeavour to have similar provision and we can specify that in the contract.
- Will Haringey young people be prioritised compared to other boroughs potentially using the centre?
 - Yes.
- Will the packages be reduced?
 - We hope that would not be the case, however this is a decision independent on who runs Haslemere Road Respite Centre.
- How can we support you? Can we volunteer or fundraise?
 - We cannot change the amount of money we receive from Central Government. However, we can change the packages and be innovative on how we provide them, thus you supporting us in this change is much appreciated.
- Can we be part of the service design once the contract goes out for competitive process?
 - We would really like your input, thus we are aiming to involve you in the design process of the contract.

4. Qualitative Quotes:

- “This is the first place my daughter came without crying”
- “My child is wonderful when he comes here, he learned how to cook”
- “This is the place where they get a social life and experience independence”
- “I feel my child is safe here for a weekend”