

Bethany Care Ltd

# Hope Cottage Respite House – Respite Allocation Process

Policy & Procedure 40

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## 1. Object & Field of Application

1.1 This document details the policy and process adopted by Bethany Care Ltd (BCL) to fairly allocate respite.

## 2. References

## 3. Definitions

3.1 **Respite:** In the context of Bethany Care, it means that the service we offer gives families a break in caring from their family member with a disability, and the stress that goes along with this responsibility. For the client, it gives them a break (or “holiday” as we like to call it) from the home and family environment.

## 4. Policy

Bookings are taken six months at a time commencing two months in advance. i.e. in early November bookings are accepted for the following January to June, and in early May bookings are accepted for the following July to December.

- The rationale for this process is to reduce the opportunities for some families to monopolise available places.
- There is provision for some families to book further in advance of the above time frames for specific needs (e.g. overseas trips etc.)
- Families who request respite in excess of guidelines will be informed that places are not available.

## 5. Procedure

5.1 Client calls requesting respite – call referred to Assistant Manager.

5.2 Request is considered in the light of:

- a. Priority of needs analysis
- b. Other supports they receive
- c. Family circumstances

5.3 Allocation of respite places

- a. Respite will be granted considering compatibility with other clients who have a prior booking. Client compatibility and client mix will be primarily determined by the Assistant Manager. Decisions will be made from information from carers (daily report sheets, RIF forms, verbal reports, etc), and an appraisal of information provided during Service Access processes (Individual Profiles, behaviour and trigger information), including the intake interview.
- b. Respite requests will usually be granted subject to respite already taken.
- c. After consultation with Disability Services each client has been allocated a specific number of bed nights based on need.

#### 5.4 Advertising and Marketing.

- a. Current clients who have not accessed respite in the previous 3 months are contacted if places are available in the following month.
- b. new clients are given priority in this process
- c. compatibility factors are taken into account
- d. if there are remaining places available, other services will be notified.

#### 5.5 Respite for Children – “Kids Weekends” (Two weekends a month are allocated to children)

- a. A letter is sent to families 6 weeks before the end of each 6 month period notifying them of allocated dates for kids weekends.
- b. A process of allocation begins after feedback is received from all recipients of the letter
- c. This process includes consideration of age gender and compatibility factors
- d. Families are contacted by phone

## 6. Children and Adults Receiving Respite Together

6.1 In general children and adults will not be booked into Hope Cottage at the same time. This is primarily to promote the safety of our child clients.

6.2 However, in rare occasions, for example emergencies, this may be permitted. This would only occur where the Management deem the risk very low risk due to the child being of an older age closer to being an adult.

#### 6.3 Guidelines for Permitting Children and Adults Together at Hope Cottage

- i) To only occur in exceptional circumstances such as emergencies. For example,
  - a) The family/primary caregiver has been hospitalised
  - b) There has been a death in the family
  - c) A client’s care has been relinquished while attending respite
  - d) No other family members are able or available to care for an individual
  - e) A family is stuck or stranded overseas or interstate and unable to comeback
  - f) A crisis situation within the family unit
- ii) To only occur where the adults in respite pose no known risk
- iii) To only occur where the child would be of an older age, specifically from 16years upwards
- iv) Consent has been given from all parties acknowledging the circumstances