

Newcraigielea - Booking Information for new service users

Assessment of need

In order to access short breaks (respite care) at Newcraigielea for the first time you will need to have a 'Single Shared Assessment' (SSA). Speak to the management team at Newcraigielea or contact a social worker if you want to know more about this.

If your assessment (or your carer's assessment) shows that you will benefit from short breaks it will also indicate whether your needs are HIGH, MEDIUM or LOW. Occasionally EXCEPTIONAL needs may be indicated.

People with high needs will be allocated up to 80 overnight stays, those with medium needs will receive up to 50 nights and those with low needs will be eligible for up to 15 nights. There is no upper limit for exceptional needs.

Once the level of need has been confirmed by the Newcraigielea management team you will be issued with an Allocation Card stating the number of nights allocated to you.

Making a booking

Every 4 months Newcraigielea will contact you asking you to make bookings for the next period. Please send in your requests with your Allocation Card – remember you can ask for any combination of short breaks during the year, up to the number of nights stated on your card.

The management team will return your card listing your bookings. At peak times they may not be able to give you exactly the days you ask for, but they will do their best.

Reviewing the level of need

Once you have been allocated a level of need it will need to be confirmed at all your reviews. It may go up or down, depending on the needs of you or your carer. The definitions of need are shown in the table overleaf.

Points to note

1. If you need a short break on specific dates due to a special occasion, eg family wedding, please give the management team as much notice as possible and they will try to oblige.
2. The number of overnight stays allocated to each level of need may vary from year to year according to the pressures on the service.
3. The 'allocation year' starts on January 1st, anyone who starts using Newcraigielea during the year will receive a pro-rata allocation of nights, based on the number of months left in the year.
4. Cancellations may sometimes be necessary, if this occurs the management team will try to do it as fairly as possible.
5. Once bookings have been confirmed please try to stick to them unless you are ill.

Definition of need

All service users will be aged 18 or over and have learning disabilities.

Level of need	Service user's needs	Carers' needs
Low	No current issues, but needs annual break (or equivalent) from family home for social reasons.	No current issues, but would like annual break (or equivalent) from caring responsibilities.
Medium	Requires moderate level of supervision/support when awake. May require monitoring at night. Needs to experience life away from carer(s) in preparation for the future.	Tiredness or stress likely without access to short breaks.
High	Requires high level of supervision/support when awake. May require assistance at night. May be at risk in home environment.	Mental or physical health poor. Other significant caring responsibilities. Ability to provide care impaired for other reasons.
Exceptional	At risk in home environment. Presents an unacceptable risk to carer(s) or family members. Awaiting permanent placement. Returning to Shetland from a placement south.	Too ill to provide care. Another dependent requires urgent care.

Only one of the criteria has to apply.