

**SCHEDULE 2.1**  
**SPECIFICATIONS**  
**PART 4**  
**CRISIS SUPPORT**

**1. GENERAL**

- 1.1 This Part of Schedule 2.1 sets out the service specification, outcomes and standards which apply to the provision of Crisis Support Services to Customers by the Supplier under this Agreement.
- 1.2 This Part of Schedule 2.1 should be read in conjunction with Parts 1, 2 and 3 of this Schedule.

**2. SCOPE**

2.1 The Supplier shall provide a specialist Crisis Support Service comprised of the following elements:

2.1.1 Domiciliary Care (the Outreach Element or Outreach Team); and

2.1.2 Residential Care (the Residential Care Element),

which may be required:

- (a) in circumstances where there is a breakdown of a Customer's current situation due to an increase in Behaviours that Challenge Services;
- (b) in order to prevent a breakdown of a Customer's current situation by allowing time limited respite or support for all parties to reduce/avoid the need to long term arrangements and/or support the existing arrangements while these are put in place; or
- (c) in order to provide outreach support to a Customer during the process of transition from the residential element of the service to the previous or new care setting.

2.2 The Supplier shall provide the Crisis Support Service in order to facilitate:

2.2.1 the assessment, design and implementation of a Behaviour Support Plan where any biomedical interventions are secondary to psychological approaches; and

2.2.2 the rehabilitation including increasing community support and links for a Customer who has experienced a crisis and/or has been previously supported by an acute mental health service.

2.3 The Supplier shall provide the Crisis Support Service to Customers who:

2.3.1 have been assessed by the Authority as having a primary need of a learning disability;

2.3.2 a level of Behaviour that Challenges Services that requires specialist support;

2.3.3 meet the National Minimum Eligibility Threshold as determined by the Authority and/or an organisation authorised to act on its behalf under the 2014 Act; or

2.3.4 are 18 years of age or older or fall within the scope of the Supplier's CQC registration and have the Referral jointly agreed by the Rapid Intervention Team and learning disability specialists within Child and Adolescent Mental Health Services (CAMHS).

2.4 The Supplier shall ensure that the Crisis Support Service does not have the effect of isolating or excluding people from the community and does not operate as an Assessment and Treatment Unit.

2.5 The following activities are outside the scope of the Crisis Support Service:

2.5.1 providing Short Breaks;

2.5.2 supporting Customers who are not in crisis but need alternative care arrangements arranged at short notice, for example where their family Carer is ill or any other supplier is experiencing operational difficulties unrelated to a Customer's behavioural needs;

2.5.3 providing long term care and/or support in which respect:

(a) unless an extension is agreed in writing by the Authority the maximum length of stay in the Residential Care Element of the Crisis Support Service shall be 13 weeks; and

(b) unless an extension is agreed in writing by the Authority the maximum length of provision of the Outreach Support element of the Crisis Support Service shall be 28 days;

2.5.4 Referrals with respect to any Customer for whom continued support in the community or a placement in a residential care environment would not be appropriate including but not limited to Customers with a significant violent or sexual offending history where the level of risk is such that a more restrictive environment is required;

2.5.5 Referrals with respect to any Customer whose principal difficulty is the management and treatment of their mental health save that the Crisis Support Service will support Customers with a treatment plan in place that have access to mental health services available to the whole community and who can be supported appropriately;

2.5.6 Referrals with respect to any Customer who has experienced a housing crisis such as eviction and who would be disadvantaged by a move into a residential care setting; and

2.5.7 Referrals for anyone who is not Ordinarily Resident in Somerset for the purposes of the provision of social care services funded by the Authority unless

(a) a local authority other than the Authority has provided written confirmation that it will meet the full cost of any services required to meet the Customer's social care needs; and/or

(b) the services required will be wholly funded by the NHS because a person is registered with a GP within Somerset but is not Ordinarily Resident in Somerset for the purposes of the provision of social care services; and/or

(c) a local authority other than the Authority has provided written confirmation that it will meet part of the cost of any services required and the services required will be partially funded by the NHS because a person is registered with a GP within Somerset but is not Ordinarily Resident in Somerset for the purposes of the provision of social care services and together the said local authority and the NHS will meet the full cost of any services required to meet the Customer's social care needs.

### 3. **OUTCOMES**

3.1 The Supplier shall endeavour to achieve the following outcomes for all Customers who receive Crisis Support Services in addition to the Generic Outcomes the Individual Outcomes and the outcomes set out in Parts 2 and 3 of this Schedule:

- 3.1.1 that Customers with complex behavioural needs are enabled to remain in their own homes;
- 3.1.2 that Customers who required Crisis Support in a Residential Care environment return successfully to their own homes as soon as they are able; and
- 3.1.3 that the impact of the Customer's behaviours on their life choices is reduced as much as possible.

#### 4. **QUALITY STANDARDS**

- 4.1 The Supplier shall ensure that the quality standards set out in Parts 2 and 3 of this Schedule are met by the Crisis Support Service and in addition the Supplier shall ensure that the Crisis Support Services are delivered in the least restrictive manner possible using a Positive Behaviour Support approach.

#### 5. **AIMS OF THE SERVICE**

- 5.1 The Supplier shall:
  - 5.1.1 deliver specialist Domiciliary Care to assess stabilise de-escalate and develop existing arrangements to appropriately meet the Customer's needs and help them to remain in their own home as agreed with the Rapid Intervention Team;
  - 5.1.2 develop Behaviour Support Plans in respect of those needs and implement them through a multidisciplinary approach;
  - 5.1.3 provide expert assessment, care and/or support to Customers with highly complex behavioural needs including but not limited to the evaluation of both psychological and physiological needs;
  - 5.1.4 where a Customer's needs can only be supported in a residential care environment:
    - (a) work jointly with the Authority or an organisation authorised to act on its behalf to enable the Customer to return successfully to their own home as soon as they are able or provide specialist advice and support to the Authority or an organisation authorised to act on its behalf to arrange alternative services to meet the Customers' needs and preferences;
    - (b) provide medium term assessment placements to allow for the development of a Behaviour Support Plan to facilitate a successful move with time allowed during this period to facilitate psychological or bio-medical investigation; and
    - (c) provide support for young adults approaching the age of 18 that fall within the scope of the Service's CQC Registration and if a young person approaching 18 years has a complex behaviour or risk profile provide assessment support to assist in determining future needs in agreement with the Rapid Intervention Team and CAMHS learning disabilities specialists.

#### 6. **ACCESSING SERVICES**

- 6.1 In respect of all Referrals:
  - 6.1.1 the Authority or an organisation authorised to act on its behalf or the Rapid Intervention Team (the Referrer) will make the initial Referral to the Supplier and if required the Rapid Intervention Team will aim to carry out an initial assessment within 24 to 48 working hours to identify any additional support that is required by the Customer;

- 6.1.2 the Supplier shall agree the start date for each Customer's service with the Customer and/or their Representative(s) and the Authority or the Referrer based on the Customer's needs and the urgency of the Service;
  - 6.1.3 the Supplier shall ensure that the Residential Care Element of the Crisis Support Service has a management on-call arrangement at all times in order to provide for a situation wherein the absence of immediate intervention change of support or environment the Customer or others may come to harm;
  - 6.1.4 the Supplier shall work with the named Care Manager, Senior Manager appointed by the Authority or the Referrer on Referral and with any named member of NHS staff appointed to support the Customer;
  - 6.1.5 the Supplier shall ensure that the Customer and/or their Representative is made aware of the Advocacy Services that they are able to access;
  - 6.1.6 on or shortly after Referral the Supplier shall attend and help to facilitate a multidisciplinary meeting with the Care Manager and the Rapid Intervention Team to agree the initial assumptions about the cause of the Customer's behaviour and consider appropriate Positive Behaviour Support strategies separating individual characteristics from environmental concerns and allowing for an evaluation of investigations or treatment plans so far and for the development of a risk profile;
  - 6.1.7 the Supplier shall agree with attendees at the meeting described in Paragraph 6.1.6 the frequency of future multidisciplinary reviews for the Customer and ensure that the same is recorded in the Customer's Person Centred Plan; and
  - 6.1.8 where the Customer has and/or will be admitted to the Residential Care Element of the Crisis Support Service the Supplier shall use the outcomes of the multidisciplinary meeting described in Paragraph 6.1.6 to initiate the discharge planning process.
- 6.2 In respect of Referrals received in the event of an Emergency or Out of Hours the Supplier shall:
- 6.2.1 ensure the provision of a management on-call service during evenings, weekends and Bank Holidays to support Supplier Personnel in managing those Referrals;
  - 6.2.2 on accepting an Emergency and/or Out of Hours Referral arrange for an admission to the Residential Care Element of the Crisis Support Service and/or for the Outreach Team to be deployed;
  - 6.2.3 inform the Rapid Intervention Team where they are not already involved in the Referral as soon as possible on the next working day.

## 7. **REVIEWS**

- 7.1 In respect of all Referrals:
- 7.1.1 the Supplier shall ensure that the care and/or support arrangements of all Customers are reviewed:
    - (a) after not more than 48 hours; and
    - (b) a minimum of every 7 calendar days thereafter by the Care Manager and Registered Manager (or nominated member of Supplier Personnel with knowledge of the Customer and authority to make decisions on behalf of the Registered Manager) in person, along with any attendees such as NHS staff as appropriate;

- 7.1.2 the Supplier shall ensure that all Reviews include consideration of the implementation of the Behavioural Support Plan and progress towards discharge from the Crisis Support Service;
  - 7.1.3 the Supplier shall ensure that a full multidisciplinary Review will take place at intervals as agreed at the initial multidisciplinary meeting described in Paragraph 6.1.6 and recorded in the Customer's Person Centred Plan and such Reviews shall include a discharge planning element;
  - 7.1.4 where a Referral has been accepted to the Residential Care Element of the Crisis Support Service the Supplier shall notify the Authority in writing of all Customers where:
    - (a) the anticipated length of stay is considered likely to exceed 8 weeks such notification to be made immediately once the likelihood is identified; and
    - (b) an admission has exceeded 8 weeks and on a weekly basis thereafter until the Customer has been discharged.
- 7.2 In respect of Referrals received in the event of an Emergency or Out of Hours the Supplier shall ensure that all Customers are subject to review after 24 hours (48 hours at a weekend and up to a maximum of 72 hours during single and 96 hours during double Bank Holiday weekends) and shall ensure that at the said Review the appropriateness of a sustained placement or outreach support is jointly evaluated by the Rapid Intervention Team and the Supplier and a decision reached whether to formally extend the support or discharge the Customer from the Crisis Support Service.

## 8. **SERVICE PROVISION**

- 8.1 In respect of both elements of the Crisis Support Service identified in Paragraph 2.1 above:
- 8.1.1 the Supplier shall ensure the provision of a management on-call service during evenings, weekends and Bank Holidays to support their staff teams with management advice;
  - 8.1.2 the Supplier shall provide sufficient staffing trained in Positive Behaviour Support techniques to meet the needs of Customers requiring Crisis Support and shall ensure that untrained or inexperienced staff do not support Customers on a one to one basis at any time;
  - 8.1.3 with the exception of interventions made as part of an immediate response to keep a person safe where there is no Behavioural Support Plan available the Supplier shall ensure that any Restrictive Interventions carried out by staff are limited to those recorded in the Customer's Behavioural Support Plan and are only used under the conditions specified in the Behavioural Support Plan and that any Restrictive Intervention is performed only by Supplier Personnel who have received appropriate training and been assessed as competent to carry them out;
  - 8.1.4 the Supplier shall ensure that all Restrictive Interventions are recorded in writing immediately after they occur and shall make such records available to the Authority on request;
  - 8.1.5 the Supplier shall consider the impact of Deprivation of Liberty Safeguards orders on other Customers accessing the Services;
  - 8.1.6 the Supplier shall enable Customer choice in the Supplier Personnel who support them and provide continuity of support as far as is practicable;
  - 8.1.7 the Supplier shall ensure that Supplier Personnel work with and take direction from health and social care professionals employed by the National Health Service and/or the Authority in order to provide the appropriate level of care and/or support to each Customer; and

- 8.1.8 with the exception of changes made as part of an immediate response to keep a person safe the Supplier shall ensure that changes to Behavioural Support Plans are discussed with and approved by the Rapid Intervention Team prior to implementation and that the Rapid Intervention Team is contacted immediately about any changes made under exceptional circumstances.
- 8.2 In respect of the Outreach Element of the Crisis Support Service identified in Paragraph 2.1 above:
- 8.2.1 the Supplier shall provide an Outreach Team that will provide Crisis Support to Customers in their homes or existing care environment;
- 8.2.2 the Supplier shall ensure that the Outreach Team have access to sufficient Supplier Personnel resources to support Customers over consecutive 24 hour periods where required to enable an existing care and/or support arrangement to be assessed supported and de-escalated; and
- 8.2.3 the Supplier shall work flexibly and collaboratively where Customers are in receipt of support from more than one provider in order to meet a range of outcomes.
- 8.3 In respect of the Residential Care Element of the Crisis Support Service identified in Paragraph 2.1 above:
- 8.3.1 the Supplier shall provide 24 hour care and/or support to include waking and/or sleep in staff as required at all times;
- 8.3.2 as the accountable individual for the service, with respect to its CQC registration, the Supplier shall ensure that the Registered Manager is responsible for agreeing all new placements and changes to Person Centred Plans;
- 8.3.3 the Supplier shall provide an appropriate and safe Residential Care environment to meet the needs of up to 5 Customers with complex behaviour needs at any one time which environment shall consist of:
- (a) self-contained accessible accommodation for each Customer so that those who are not ready to spend time with others are not required to do so in order to receive care and/or support including
    - (1) bathing and/or showering facilities
    - (2) sufficient internal and external personal space to support their physical and emotional needs and wellbeing
    - (3) appropriate access controls, and
    - (4) appropriate sound proofing so that those Customers who vocalise their behaviours do not impact on others;
  - (b) communal space that is accessible from every Customer's self-contained accommodation so that Customers who are able/ready to spend time with others may do so;
- 8.3.4 the Supplier shall ensure that the accommodation is aesthetically pleasing fit for purpose and kept in good repair and that furniture furnishings and décor are kept in clean and tidy order and well maintained at all times; and
- 8.3.5 the Supplier will give appropriate consideration to the importance of Customer's maintaining links to their family and friends whilst using the service.