Short Breaks Parent Carer Feedback- Zoom Sessions held 23rd May 2022 with SENDAC

1. No providers seem to be happy to take children with high/more complex needs.
2. Age groups of the session are too varied, 12 year olds being mixed with 6 years olds etc. – suggestions that 3 age groups would be best.
3. When providers are unable to take on certain children, they are not referring them to any other source of respite care.
4. Parents feel it should be publicised that shortbreaks does not take away form direct payments.
5. Parents feel providers should be asking children what they would like to do for the sessions i.e. a survey to find out favoured activities.
6. Parents feel they need to know more about the staff who are carrying out the sessions, i.e qualification level, whether 1:1 staffing levels would be made available to children that need this, how many staff members will be present.
7. Parents feel they would like more direct communication with the staff that are actually carrying out the sessions, rather than just the company as a whole. They feel they have no open communication with the people they are leaving their children with.
8. Problems with providers saying the staff members carrying out the session are trained in certain areas, however, staff have said they are not trained.
9. Changing times of sessions far too often and with little notice.
10. Staff are not qualified in what they should be, meaning parents don’t feel comfortable in leaving their child there. i.e pecs, sign language, CPR.
11. There is nothing commissioned in more rural area’s such as Appleby, with petrol prices and travel prices increasing this is costing too much and the time to get to places seems not worth it.
12. Parents feel it would be best to be communicated how many short break hours they have left after sessions.
13. Parents feel Staff at the Shortbreaks sessions have not read the child’s profile
14. Session activities are limited and not what has been advertised
15. Parent’s would like visuals to be provided prior to the sessions of the activity and the staff members that will be in attendance