



A Guide for Parents & Carers



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Contents

	Page
What is Launchpad?	3
Who Fits into a Launchpad Service?	4
Considering a Referral to Launchpad?	5
Who Makes the Referral to Launchpad	6
What Skills and Activities are learnt?	7
How Can Parents & Carers Help?	8
How are changes made to activities?	9
What if Launchpad doesn't work out?	10
What Support is available to us?	11

What is Launchpad?



Launchpad is a model of day care provision, which was initially aimed at getting more able service users, from in-house day services, to being supported in the community by external provider services.

This process is part of the Hampshire's Transformation agenda and in established Launchpad areas, new service users can be referred to Launchpad directly, or by the service user themselves using Direct Payments, instead of going via day services.

The idea is to have groups of 3-4 service users, (depending on the activity and individual needs) being supported by 1 member of staff, and sharing the costs of that staff member. This does mean that for people on Direct Payments, they may need to be billed by the provider and pay them directly, as there is no way of showing the shared costs on the system.

People who enjoy a Launchpad service are busy and active in their local community. They use all the buildings in the community to meet up and take part in activities being provided in lots of different venues. If someone wanted to join a Launchpad group which was already set up we would tell you where they needed to meet up and which activities are taking place in which buildings.

Who fits into a Launchpad Service?



- ✓ People who want to have a say and make choices in how they spend their day
- ✓ People who are motivated to take part in community activities
- ✓ People who have stamina and can keep going all day
- ✓ People who need the lightest touch of support to take part in activities and move around the community
- ✓ People who like being part of a group
- ✓ People who can use public transport with support and given time could become independent travellers for specific journeys
- ✓ People who are quite independent and are able to be left safely for short periods of time

Considering a Referral to Launchpad?



When the person you care for is thinking about a new referral into Launchpad, you would need to consider:

- the mobility of the service user
- the physical health and stamina of the service user
- the emotional wellbeing of the service user
- any potential risk factors to the service user
- any potential risk factors to the lone support worker
- how the service user will get to the meeting point
- if they are on Direct Payments, as difficult to show shared costs

Another key factor, is that the original groups from day services would have been set up to maintain friendships and group dynamics. After all, the group are going to be together for the whole day, so anyone joining the group will have to get on with the others who are already established. The idea is that the group of service users can choose what they want to do from what is on offer, opening up their choices and opportunities.

Who Makes the Referral to Launchpad



1. If you have a Care Manager, they will help you and the person you care for to complete the Launchpad Plus Assessment.
2. The Care Manager will then complete the Launchpad Plus Referral form and send it with the assessment form, to their local **FUNDING PANEL FOR APPROVAL**.
3. If approved, it will be sent to the Launchpad Plus Project Manager for checking against vacancies with the local Launchpad Provider ie are any of their groups less than 4 people, which days have availability and what are the activities.
4. If you do not have a care manager and the person you care for has Direct Payments, you can complete the assessment and referral form yourself and send to provider.
5. There will be up to three taster sessions of a group, to assess the potential to join that group - areas to consider are group dynamics, travel arrangements either end of the day and outcomes to be met.
6. The person being referred should be supported at these taster sessions, by someone who knows them already, or a support worker from the Launchpad Provider to assess the suitability and practicalities of the person joining that group.
7. Launchpad Providers **ARE UNABLE TO ROUTINELY PROVIDE TRANSPORT** so you will need to think about how the person will travel to and from the sessions.
8. If the taster sessions have gone well, there will be a provisional **trial offer** of up to three months, to try the group out fully. During this period the provider will further assess group dynamics and complete their risk assessments for the newly referred person. However, if it is felt that Launchpad is not suitable, the referral will cease.

What are the expected Outcomes?



Feedback from existing Launchpad services has shown that **appropriate referrals** to Launchpad have resulted in:

- ✓ Increased community presence and inclusion
- ✓ Increased use of public transport or independent travel
- ✓ More active service users
- ✓ Improved health & weight of service users
- ✓ Increased confidence and feeling of independence
- ✓ Improved self-advocacy skills
- ✓ Able to make more choices or decisions
- ✓ Improved money skills
- ✓ Learning to take turns and to compromise

How Can Parents & Carers Help?



Parents and Carers play a very important role in making Launchpad a positive and successful experience for the person they care for.

Things you can do to help	Impact if not supportive
<p>Make sure the person has everything they need:</p> <ul style="list-style-type: none"> • Enough Money • Packed Lunch, extra drinks • Bus Pass 	<p>The person may have to pay for bus journeys if they don't have their bus pass, or buy lunch if they forget to bring this, which may reduce their money for activities so they may miss out.</p>
<p>Make sure the person is ready on time and wearing or taking appropriate clothing and footwear for the weather and their activities.</p>	<p>If they are late, it can have a knock on effect for others in the group, who may be waiting for them, group activities or buses may be missed. Comfort and well being may be affected during the day if not warm or dry enough.</p>
<p>Make sure they are well enough to attend on the day and please don't send them in if they are unwell.</p>	<p>Launchpad staff are not in a position to bring people home if they become unwell, and if they come in unwell on the day, they could pass any infection onto others or the staff member.</p>
<p>Keep Launchpad Provider informed of any changes to your contact details, or the health, medication or behaviours of the person you care for.</p>	<p>Service users are expected to look after their own medication on Launchpad, but staff need to know what their health issues are and what medication they are taking, so in the event of an emergency, they have the up to date information</p>

How are Changes made to Activities?



The whole philosophy of Launchpad is about enabling and empowering service users to have more say and more choice about how they spend their day.

This model of service means that instead of having to try and accommodate large groups of people, it is only those service users in their group of 3-4 that have to be consulted and considered.

The timetable you inherited does not have to stay the same for ever, it should be evolving as the service users you support, grow in confidence and fitness. They may decide they want to get the train somewhere different for the day, or they may want to set up their own fundraising events, such as a coffee morning, where they can meet the community and further develop their engagement and interaction skills.

Other factors for changing activities may include costs, transport arrangements and personal preferences. Learning to have your say, put your point of view across, taking turns at who gets to choose, and negotiating compromise, are all important developmental skills and part of the overall Launchpad experience.

Your support worker should be able to facilitate regular sessions, in a café or library, where the group can discuss how things are going, look at leaflets, go on-line and find out what else is available locally, discuss the options and plan together how they can make it happen.

What if Launchpad doesn't work out?



Whilst every effort can be made to make sure that referrals are appropriate, Launchpad recognises that the needs of the individual may change, and this model of service may no longer be suitable for them.

If you as the carer, or the service user has concerns, you firstly need to report these to your Launchpad Provider. In most cases, with good communication, issues can be resolved quickly, however sometimes, there may need to be a care management review.

If you the person you care for is self-referred to Launchpad and paying by Direct Payments, then Care Management are not obliged to review the service or issues, as it has been arranged and purchased by the individual.

Possible reasons for Launchpad being, or becoming unsuccessful include:

- Inappropriate initial referral
- Decrease in service user's mobility
- Decrease in service user's physical health
- Decrease in service user's emotional well-being
- Service User has moved out of area, leading to transport issues
- Behaviours have been heightened by being in community

A service user can be re-assessed by Care Management, to see if they are still eligible for in-house services, but it was made clear that this is not guaranteed, when the original Launchpad service users first left their Day Service provision.

What Support is Available to Us?



Typical Issues	Who to go to
<p>Service User:</p> <ul style="list-style-type: none"> • Is spending too much money • Is not enjoying activities • Is not getting on with others in the group • Is not feeling safe or included 	<p>In the first instance, you should be able to contact the Launchpad Provider. Many use communication diaries, so that those caring for the person, know what they've done, what they're planning to do and how much money they are likely to need. Some Providers have newsletters to show what they've been doing, but all Providers are expected to review their service and customer satisfaction.</p>
<p>Provider:</p> <ul style="list-style-type: none"> • Is not responding to your concerns. • Is not communicating changes to activities • Is not communicating cancellations or changes to staff 	<p>You then need to contact your allocated Care Manager who made the initial referral or the CART (Contact, Assessment & Response Team) if they are no longer allocated on 0300 555 1386. They should be able to support you in liaising with the Provider and hold a review if necessary to see if this model of service is still appropriate for the individual.</p>
<p>Care Manager:</p> <ul style="list-style-type: none"> • Is not responding when a review has been requested 	<p>Contact the Launchpad Plus Project Manager, who will be able to press for a review and signpost to additional support where necessary.</p>

Who is Launchpad Plus Project Manager?



Tania Peckham

Launchpad Plus Project Manager

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My name is Tania Peckham and I have been involved in the Launchpad Services in Basingstoke and then the Aldershot. I have 26 years of experience working with adults who have a learning disability. I know that when Launchpad works well, it has exceeded all expectations, of service users, carers and day service staff, in terms of what people have achieved, but we are still learning and improving the service. Launchpad Plus, just means after the service has been handed to an external provider.

I am also a Deputy Manager for two day services, so my role as Launchpad Plus Project Manager, is only part-time, at two days a week. I will pick up emails or messages as soon as I can, but generally speaking, I try and keep Thursdays and Fridays free for Launchpad, though obviously this needs to be a bit flexible at times. I have developed the referral process and guides on Launchpad, for Service Users, Providers and Care Managers and Carers. I can also support you when issues have not been resolved with care managers.

Current Launchpad Providers

Area	Provider	Telephone	
Aldershot	Dimensions	07940 267271	
Andover	Enham	01264 345800	
Basingstoke	You Trust	07736 179780	
Eastleigh	Macintyre	02380 652101	07825 620905
Havant	Choice Support	07816757403	
New Forest	Macintyre	02380 652101	07825 620905
	Dimensions	0300 3039081	07748 760714