



Adults, Wellbeing and
Health Partnerships

Draft Short Breaks Policy



For adults with eligible adult social
care needs and their families

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You can read this booklet alone or with someone to support you.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

Acknowledgements

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November 2025

Introduction



Surrey County Council want to support you to be independent and live your best life.



We know that unpaid carers are very important in supporting the people they care for.



It is important that carers have regular breaks so they can continue supporting the person to live at home.



This policy aims to support adults with eligible social care needs and their carers by providing short breaks.



This policy shows how Surrey County Council can support people within its duties under the Care Act 2014.

What is the policy for?



This policy shows how residents and their families / carers may be supported to get a short break that meets their needs under the Care Act 2014.



The policy tells people how decisions about short breaks are made by Surrey County Council.

What Surrey County Council must do



If you have care and support needs these are assessed under the Care Act 2014.



Your assessment will decide if you are eligible for support, including short breaks.



It is the law for Surrey County Council to meet eligible needs.

Who does this apply to?



This policy is for adults (18 and over) who have eligible needs under the Care Act 2014 and need support to remain living with their carers.



Carers who are entitled to an assessment under the Care Act 2014.

It does not apply to



People who live in residential homes or nursing homes are not covered by this policy.



People who live in Supported Living or Extra Care are not covered by this policy.



People who do not have eligible needs under the Care Act 2014 are not covered by this policy.

The Policy



Surrey County Council want to promote Carers' wellbeing.



Surrey County Council wants carers to have a break so they can keep supporting the person at home.



The policy says what short breaks Surrey County Council can offer to adults with eligible needs and their carers.



It also says how Surrey County Council decide the best short break to meet people's needs.

Aims of the Policy



Where possible there is a choice for people who are eligible for a short break.



The short break offered meets the person's eligible needs.



People have the right information at the right time.



Surrey County Council is consistent when assessing and making decisions about short breaks.



The wellbeing of people and their carers is supported using a strength-based approach.

Aims of the Policy



People are supported to be part of their local community, and their needs are met closest to their home.



Promotes Surrey County Council's values

Principles of the Policy



Surrey County Council will meet eligible needs by providing, commissioning or funding short breaks.



Short breaks can include day, evening, overnight or weekend activities.



These activities could be in the person's home, the home of an approved carer or in a residential or community setting.



Short breaks will be different for different people as it depends on the specific needs of the person and their carer.



The short breaks that are available will be discussed during the assessment process.

Principles of the Policy



Short breaks will be high quality and provided by skilled and trained staff.



The short break offered will match how much the carer and the person needs it.



The use of direct payments will be looked at as part of the person's support planning.



The short break must be included in the Care and Support Plan.

Unplanned short breaks



Sometimes, short breaks may be needed when the carer is suddenly not available. For example, they may be ill.



An unplanned short break can only be for a limited time.



A review must happen so the person can move to a care and support arrangement when needed.



During assessments, there must be a plan for cover in an emergency if the carer becomes unavailable.



If there is no plan in place and the person does not have short breaks, a needs assessment will be done and temporary care arranged.

Charging for short breaks



The person or their carer may have to pay towards their short breaks.

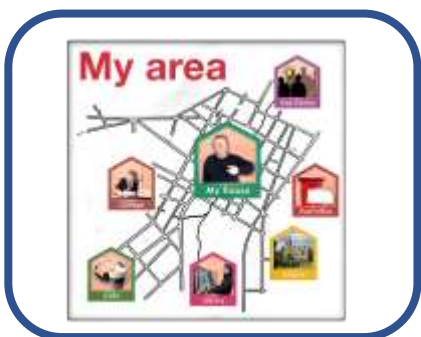


A financial assessment will be done.

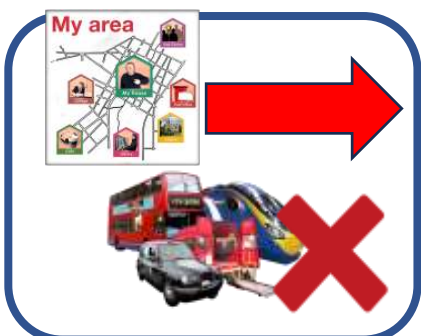


If the person or the carer wants a short break that costs more than what Surrey County Council provides, they will pay the difference.

Distance from home



The short break provided will be the closest available service that meets the person's needs.



If the person chooses a short break that is further away from their home, Surrey County Council may not meet the extra travel cost.

Complaints



Surrey County Council aims to make sure all decisions are legal and will aim to deliver the best possible service.



We welcome feedback that is good or bad. Making a complaint does not mean you will get less help in the future.



You can contact the person at the service you want to complain about or complain to Surrey County Council.

www.surreycc.gov.uk/adultsfeedback



Adult Social Care Customer Relations Team.

Email:

asc.customerrelations@surreycc.gov.uk



Adult Social Care Customer Relations Team.

Phone: 01483 518 300

Contact us, other formats and language

To contact us or if you would like this information in an alternative format or language:



Telephone: 0300 200 1005



Text (SMS): 07527 182 861 (for deaf or hard of hearing community)



Textphone (via Relay UK): 18001
0300 200 1005



British Sign Language:
www.surreycc.gov.uk/bsl



Email:
asc.infoandadvice@surreycc.gov.uk