



Adult Social Care Select Committee
14 May 2015

Transforming Dementia Day Care

Purpose of the report: Scrutiny of Services

To inform the Select Committee of the proposed changes to how Surrey County Council commissions day care for older people and people living with dementia.

1. Introduction:

- 1.1 Older people's day services are designed to keep people active and involved in the local community and cared for in a safe environment. They reduce loneliness and isolation, provide a place where people can eat a healthy hot meal and access other services and support and also provide a valuable break for carers, giving them an opportunity to have time away from their caring duties.
- 1.2 Surrey County Council (SCC) has a range of day care options for older people - at council-run residential homes; through block contracts; spot purchasing and small grant funded organisations, including borough and district councils. There are also a wide range of independent organisations that provide day care options for people across the Council – at residential care homes and in local community settings. Most of these services are based on a traditional model of day care based in buildings and often attached to residential care homes, although most people accessing day services are living in their own home.
- 1.3 Specifically, SCC commissions in the region of 6500 day care places every year at specialist dementia day care centres at a cost of circa £360,000.

2. A new way of delivering day care

- 2.1 The council's commissioning intentions for services for people living with dementia has been influenced by the National Dementia Strategy, SCC's Joint Dementia and Older People's Mental Health

- 2.3 As the Family, Friends and Community Support movement develops and more and more community based groups, support and services develop so does the need to shift how we commission services as more and more people seek to get support in alternative ways. This is particularly significant given the growing numbers of people expected to be living with dementia, many of whom will not come to SCC for support – but be supported by their families and in their local communities.
- 2.4 Our vision, in accordance with the council's Living and Ageing Well programme is to empower people to remain active in their local communities with support to access services and activities that help them sustain their independence. We will do this through appropriately commissioned services and access to information, advice and support to help individuals receive a timely diagnosis and community based support thereafter.
- 2.5 The Council has recently reduced the number of day care places commissioned in residential care homes following a thorough review which identified that support in a residential care setting, whilst suiting some, was not a preferred option for many carers and people living with dementia. These changes achieved a significant reduction in committed block contracted spend to the Council. The next steps will be to focus on ensuring quality outcomes for people living with dementia and ensuring an equitable and consistently good quality day support across Surrey.
- 2.6 Rather than offer people a choice of commissioned services, the intention is to move away from contract based commissioning in traditional day centres to a more flexible approach that offers a more personalised service and support.
- 2.7 As part of this, organisations will be identified that can offer help and support to help people to remain living in their community with the appropriate level of support. Our commissioning intentions are to have a range of services in each Clinical Commissioning Group (CCG) area set up to provide help and support for a variety of people, from the active elderly to those with high level dementia, and all that fit within the spectrum. Traditional day centres as well as residential care homes will still have a role to play in the new service but that will represent one element of a much wider offer.
- 2.8 Our commissioning intentions include:
- A tiered menu of services offering support for people with low to moderate dementia and those with high needs.
 - Flexible services and activities that are based on individual needs not what the building has to offer.
 - A core service that operates longer hours and at weekends.

- Support for high needs.
- Support for young onset dementia.
- A summary of community opportunities for active elderly to provide to teams so that they can help provide info and support to everyone – irrespective of needs.

3. A focus on outcomes

3.1 The desired outcomes from the new framework are:

- A focus on **outcomes** for Individuals.
- To play an active role in the **co-ordination and access** to community services, including linking Individual's with their Family, Friends and Community.
- **Promote and maximize independence** to enable individuals to stay in their own homes for as long as they chose to do so.
- **Support carers** to continue in their role and to have a life outside of caring for the individual.
- Ensure **dignity and respect** individual personal, physical, cultural and religious needs.
- Reduce inappropriate **hospital admissions**.
- Is **appropriate for a person's age and level of need**.
- Supports the individual within their own familiar surroundings, their home and community and not in institutional settings.
- Demonstrates a consistent, cohesive approach to the individual's care wherever they live in Surrey.

4. Co-design

4.1 The consultation process for this work has been ongoing since August 2014 and conversations have taken place with stakeholders from health, voluntary organisations, boroughs and districts, independent representatives, people with dementia and carers at CCG area meetings.

4.2 Feedback from the consultation focused on a number of areas:

- More flexibility for people with dementia and carers.
- More support for carers at evenings and weekends.
- Increase in sitting services.
- More informal groups rather than day centres.
- Services available in community settings.
- Access is difficult and transport is a blocker.
- More high needs care and support.
- More support for people with young onset dementia.

4.3 Representatives from each CCG area were invited to participate in an implementation group which was set up to act as a check and balance ensuring views and feedback were captured.

4.4 In January 2015 a Market Shaping Event was held to share the vision and progress with current and prospective providers. This was

followed up in March 2015 with commissioning surgeries held across the county where providers were invited to come along and discuss any queries with regards day care with staff from both adult social care commissioning and procurement.

- 4.5 The specification has been shared with The Dementia Partnership Board and the Living and Ageing Well Steering Group where it received positive support.

5. Next steps

- 5.1 In order to achieve these outcomes, the intention is to move away from a commissioned service to a framework agreement where providers from across the county sign up to the framework agreeing to work towards a specific set of outcomes.
- 5.2 Options for funding the new framework are being developed – recognising that for existing providers, moving from a commissioned service to a framework agreement carries a risk. As part of the tender exercise we will be asking providers to demonstrate how their organisation will be funded and to evidence the sustainability of their business. We are also planning for the transition between the existing contract to the framework agreement to ensure a smooth and consistent service.
- 5.3 It is anticipated that the tender will be awarded in July with a view to the framework going live in October, subject to Cabinet approval.

6. Recommendations:

The Select Committee is requested to endorse the direction of change for dementia day care services and note the improvements that this will make for older people and carers in Surrey.

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