

# Day Services Review Recommendations

The table below numbers all of the recommendations contained within the Day Services Review Report which was produced in July 2018. Each recommendation will be addressed in turn in this document. A summary is provided below.

	<b>Recommendations</b>	<b>Recommendation implemented</b>
<b>Commissioning and decommissioning</b>	<ol style="list-style-type: none"> <li>1. Each locality should ensure there is a clear process in place for selecting registered care providers to deliver personal care in eligible day centre settings</li> <li>2. Each locality should have a clear plan to bring day centre providers into the wider health and social care network, ensuring that individuals attending day centres have full access to the range of services on offer and, when required, are supported to access the most appropriate service</li> <li>3. Commission and pilot the delivery of a new day care service in Castle Douglas</li> <li>4. Commission and pilot the delivery of a new day care service in Thornhill / Sanquhar</li> <li>5. Consider the development of a mixed day care / reablement and rehabilitation model for recommissioned services in Dumfries &amp; Stranraer</li> <li>6. Decommission the Dumfries ESDC pilot and incorporate sensory interventions for service users into the standard Alzheimer Scotland day care offer</li> <li>7. Decommission Kirkconnel day centre and develop a lunch-club model in its place that is also accessible to service users with personal care needs</li> </ol>	<p>Partially Implemented with further action required</p> <p>Fully Implemented</p> <p>Not Implemented</p> <p>Partially Implemented - awaiting procurement of services</p> <p>Partially Implemented – no further action</p> <p>Partially Implemented – further action required</p> <p>Fully Implemented</p>
<b>Equity of access</b>	<ol style="list-style-type: none"> <li>8. Standardise eligibility criteria to ensure that people with a</li> </ol>	Partially Implemented – no further action

	<p>diagnosis of dementia and a FAST score of 0-3 have access to all day centres across Dumfries &amp; Galloway</p> <p>9. Audit social care assessment and referral processes to determine why day care is underused in some areas</p> <p>10. Develop a hub and spoke model with Ecclefechan day centre to deliver an outreach day service in Lockerbie</p>	<p>Fully Implemented</p> <p>Partially Implemented – awaiting funding decision</p>
<b>Funding and Pricing</b>	<p>11. The partnership should guarantee a funding offer to day centres over a 3-year cycle that provides some security to day centres and allows the partnership to work towards a more equitable distribution of funding that addresses the unproductive levels of financial reserves that some day centres have accrued</p>	<p>Partially Implemented – awaiting funding decision</p>
<b>Governance</b>	<p>12. Ensure that routine data regarding the performance and quality of day services is collected and analysed monthly so that any performance, quality or cost issues can be proactively addressed at a locality level</p>	<p>Partially Implemented – awaiting procurement of services</p>
<b>Estate</b>	<p>13. Consider the partial refurbishment of Ecclefechan and Dalbeattie day centres to allow for the provision of personal care</p>	<p>Fully Implemented</p>
<b>Workforce &amp; Training</b>	<p>14. Standardise the initial assessment form for all day centres across Dumfries &amp; Galloway</p> <p>15. Ensure that all day service providers are fully trained to deliver an information advice service for carers which provides help and guidance on emergency and future care planning, advocacy, income maximisation and carer's rights</p>	<p>Partially Implemented – further action required</p> <p>Partially Implemented – awaiting procurement</p>

	16. Establish a time-limited project manager position (or protected staff time) to implement the recommendations of the strategy development review	Fully Implemented
<b>Specific service recommendations</b>	17. Coronation Day Centre (Stranraer) to explore the possibility of purchasing its own transport provision	Fully Implemented
	18. Ensure that the dementia day care service at The Cottage at Burnfoot (Mead Medica & Alzheimer Scotland) is fully utilised	Fully Implemented
	19. Retain day centre services in Ecclefechan, Langholm, Greta ,Annan, Dumfries, Dalbeattie, Castle Douglas, Newton Stewart and Stranraer	Partially Implemented - awaiting funding decision
	20. Review the feasibility of continued day care delivery at Dryfemount Care Home	Fully Implemented
	21. Retain existing dementia day care services in Thornhill , Dumfries, Castle Douglas, Kirkcudbright, Newton Stewart and Stranraer	Partially Implemented – awaiting procurement
	22. Consider accommodating individuals with personal care needs at Langholm, Dumfries, Newton Stewart and Stranraer Day Centres	Fully Implemented

**Report recommendation 1:**

Each locality should ensure there is a clear process in place for selecting registered care providers to deliver personal care in eligible day centre settings.

**Actions taken:**

- Social Work Colleagues are developing a process to support people to continue to use the Day Centre if they have changing needs that require personal care where this is appropriate. This will link to outcome focussed tool that is in development.
- This work is linked to the development of a criteria for use of Day Centres and Day Care

**Comment:**

The proposed approach is to enable people to continue to benefit from day centres when they require personal care by facilitating in-reach from a registered care at home provider. This will not require day centres to become registered with the Care Inspectorate. All Day Centres are supportive of this approach to allow their members to continue to benefit from the Day Centre.

Care at Home providers will be selected either as part of an individual's care package or the contract for the work will be allocated via the Care at Home Framework. This will allow people to be supported close to home in by a service that can best support their needs.

**Outcome of recommendation:**

Partially Implemented with further action required

**Report recommendation 2:**

Each locality should have a clear plan to bring day centre providers into the wider health and social care network, ensuring that individuals attending day centres have full access to the range of services on offer and, when required, are supported to access the most appropriate service

**Actions taken:**

- Each locality Health and Wellbeing Team has engaged with the day centres in their locality.
- The Locality Health and Wellbeing Teams have linked the Day Centres into the appropriate Healthy and Wellbeing Partnership in each locality

**Comment:**

The Health and Wellbeing Teams are taking the lead in integrating day centres into the wider Health and Social Care network. The Health and Wellbeing Teams have been involved in the review process and engaged with the Day Centres.

**Outcome of recommendation:**

Fully Implemented

**Report recommendation 3 and 4:**

Commission and pilot the delivery of new day care services in Castle Douglas and Thornhill/Sanquhar

**Actions:**

- Reviewed data on demand that is available from Social Work Services
- Have sought professional view from Stewartry and Nithsdale Localities regarding demand

**Comment:**

There is a demand for additional Dementia Day Care in Thornhill. This need has been identified by Social Work Services, Alzheimer Scotland and people who use the service. If a Framework commissioning approach is taken, then there would be the flexibility to offer services based on need rather than block booked for a set number. There has also been discussion with Social Work about supporting people to pool their Self Directed Support Budget to commission the support they want themselves. This approach is more common in Learning Disability Services; however it could be worth exploring where there is not currently a service available.

There has been no demand or need identified in the Stewartry for Day Care. There was provision of Day Care which was not well supported. Social Work Services do not have any evidence of need beyond the Dementia Day Care that is currently available.

**Outcome of recommendation:**

Partially Implemented awaiting procurement

**Report recommendation 5:**

Consider the development of a mixed day care/re-ablement and rehabilitation model for re-commissioning services in Dumfries and Stranraer

**Actions:**

- Commissioned both Day Care in Dumfries and Stranraer to provide reablement and rehabilitation as part of the Day Care Service

**Comment:**

Both Day Care Providers are committed to reablement and are also able to accommodate people who may require short term rehabilitation within the day care setting. They are taking a reablement approach with people who are using the services.

The complex needs of the people who are using day care, provides limited opportunity for reablement, therefore the focus is on maintain skills of daily living.

**Outcome of recommendation:**

Partially Implemented

**Report recommendation 6:**

Decommission the Dumfries ESDC (Enhanced Sensory Day Care) pilot and incorporate sensory interventions for service users into the standard Alzheimers Scotland day care offer.

**Actions:**

- Engage with Alzheimers Scotland and the Mental Health Directorate to fully understand the work of the enhanced sensory day care service
- Social Work Services have engaged with the people who use these service to understand what the implications are if this service is no longer available.

**Comment:**

The consultants and Alzheimer's Scotland have differing views as to the evidence for the benefits of enhanced sensory day care for people with advanced dementia. Alzheimer Scotland is keen to retain this service. This service has been funded on non recurring monies.

Following engagement from the IDEAS team and discussion with Alzhiemer Scotland, it is clear that people who are attending this service are getting benefits from attending. This group of people have advanced dementia and cannot be accommodated within the current range of Day Care.

The pilot operating in the way that it has only in Dumfries cannot continue. This will be decommissioned from 31 March 2020.

The learning from this pilot will be built in as an option to the Day Services Framework. This will give choice and flexibility to offer this service in more than one location in Dumfries and Galloway. There is also scope to link this service into Care Homes as well as supporting people to stay at home. As with some of the other recommendations, there is an option of people using Self Directed Support to commission this type of service.

**Outcome of recommendation:**

Fully Implemented

**Report recommendation 7:**

Decommission Kirkconnel Day Centre and develop a lunch club model in its place that is also accessible to service users with personal care needs.

**Actions:**

- The Chair and Management Board of Kirkconnel Day Centre supported this recommendation and agreed to stop operating the Day Centre.
- Nithsdale Social Work met with people who used the Day Centre and linked them to alternative groups and supports in their area.

**Comment:**

Kirkconnel Day Centre closed on 31 October 2018. There had been no new referrals to the service in the 5 years before the service closed. There were no more than 8 people attending each day. There was not the desire to create a lunch club and people who did attend these services were supported into other suitable local groups and services by Social Work and Building Healthy Communities.

**Outcome of recommendation:**

Fully Implemented

**Report recommendation 8:**

Standardise eligibility criteria to ensure that people with a diagnosis of dementia and a FAST score of 0-3 have access to all day centres across Dumfries and Galloway.

**Actions:**

- Discussed the FAST Score with the Day Centres, this was not supported by the group as a tool
- Agreed instead to have a needs based approach to support people one who may benefit from the services being offered by the day centre to be able to access these.

**Comment:**

After further discussions it has become clear that Day Centres across Dumfries and Galloway are supporting people with a wide range of long term conditions including dementia. Many day centres are supporting people with mild, moderate and advanced dementia through their day to day work.

The Day Centre Network have been using the Rockcliffe (2009) Frailty Tool which also has a dementia score included to help them understand the range of frailty and dementia they are supporting within their Day Centres.

The frailty tool has been used to help inform some of the funding options for Day Centres as some centres have higher levels of frailty in their membership than others. This can have an impact on the staffing and volunteering levels within the Day Centres.

**Outcome of recommendation:**

Partially implemented with no further action required

**Report recommendation 9 and 18:**

Audit social care assessment and referral process to determine why day care is under used in some areas

**Actions:**

- Discussions with Social Work Managers have been held to help understand the under utilisation, which has resulted in full utilisation of day care spaces available.

**Comment:**

This was particularly the case in the Cottage at Burnfoot, this service is now back up to full capacity. For day care services in Stranraer and Dumfries, utilisation levels and demand were considered when these services were recommissioned.

**Outcome of recommendation:**

Fully implemented

**Report recommendation 10:**

Develop a hub and spoke model with Ecclefechan Day Centre to deliver an outreach day service in Lockerbie

**Actions:**

- Met with Ecclefechan Day Centre to discussion options
- Ecclefechan Day Centre are undertaking data analysis to determine need and costs along with linking with other services who operate a hub and spoke model to understand any learning that they have had in developing their models.

**Comment:**

The Management Board of Ecclefechan Day Centre are keen to develop an outreach service in Lockerbie. Funding is however a constraint at this time. Should Ecclefechan Day Centre receive increased funding when the new model to fund Day Centres is agreed, then they can proceed with this work.

**Outcome of recommendation:**

Partially implemented awaiting decision on funding.

**Report recommendation 11:**

The partnership should guarantee a funding offer to day centres over a three year cycle that provides some security to day centres. This will allow the Partnership to work towards a more equitable distribution of funding that addresses the unproductive levels of financial reserves that some day centres have accrued.

**Actions:**

- Three year funding was agreed by the Integration Joint Board in November 2018.
- Co-production principles have been used to guide discussions with the Day Centre Network, focused on delivering sustainable outcomes on an equitable basis.

**Comment:**

Extensive work and options have been developed to reallocate the funding. An open process was undertaken with 14 options presented to each Day Centre Board to vote. The results of this vote will influence the option(s) that will be presented. Full details can be found in the Making Difficult Decisions Process that accompanies this paper.

Three year funding was agreed at the Integration Joint Board in November 2018.

**Outcome of recommendation:**

Partially Implemented, awaiting decision

**Report recommendation 12:**

Ensure that routine data regarding the performance and quality of day services is collected and analysed monthly so that any performance, quality or cost issues can be pro-actively addressed at a locality level.

**Actions:**

- Through a co-production process, draft specifications have been agreed. This includes data and outcome measurement tools.
- Day Centres will collect the information annually
- Day Care will collect the information monthly

**Comment:**

Performance and quality data is collected regularly. In line with Social Work Processes, routine output data is collected monthly. Social Work staff will undertake reviews of the outcomes being met by people who use Day Care.

For Day Centres, in line with the Strategic Planning and Commissioning Quality Monitoring Framework, a yearly return of data and at least once monitoring visit a year will be undertaken.

Should there be any concerns raised regarding a service from organisations such as the Care Inspectorate, complaints or intelligence then more regular quality and performance monitoring processes will be undertaken.

**Outcome of recommendation:**

Partially Implemented awaiting procurement

**Report recommendation 13:**

Consider the partial refurbishment of Ecclefechan and Dalbeattie Day Centres to allow for the provision of personal care.

**Actions:**

- Project Manager to engage with Ecclefechan and Dalbeattie Day Centres to seek agreement to look at the feasibility of this proposal

**Comment:**

Ecclefechan – there is no obvious space in which to create a dedicated room for the provision of personal care. After discussion with the Day Centre Management Board it was agreed that this was not the right thing to do at this time. There has never been a request for showering made to Ecclefechan Day Centre. There is also a care home 0.5 miles away from the venue that could accommodate this request if the need was there.

Dalbeattie – the day centre has space to accommodate a wet room, however like Ecclefechan they have never been asked to provide such a service. The Day Centre is interested in pursuing this, should a need or demand for this be determined.

**Outcome of recommendation:**

Fully Implemented

**Report recommendation 14:**

Standardise the initial assessment form for all day centres

**Actions:**

- Discussed with the Day Centre Network.
- Day Centres Network to explore this and if helpful, develop a standardised form.

**Comment:**

Day Centres acknowledge that they all have different forms that suit their own organisation's purposes. The Day Centre Network is going to facilitate a conversation between the Day Centres to determine if this is something that can be designed.

**Outcome of recommendation:**

Partially Implemented with further action required.

**Report recommendation 15:**

Ensure that all day service providers are fully trained to deliver an information advice service for Carers which provides help and guidance on emergency and future care planning, advocacy, income maximisation and carer's rights.

**Actions:**

- Supporting Carers with information and advice has been included in the service specification for both day care and day centres
- It is a requirement of the specification that all staff are trained in Carer Awareness by using the national e learning modules.

**Comment:**

The Carer Awareness e learning module is currently being updated by National Education for Scotland. The updated modules were launched in early November 2019.

**Outcome of recommendation:**

Partially Implemented with further action required.

**Report recommendation 16:**

Establish a time limited Project Manager position (or protected staff time) to implement the recommendations of the strategy development review.

**Actions:**

- Project management resource identified within Community Health and Social Care
- Strategic Planning and Commissioning resource identified to work on this project.

**Comment:**

This work has been undertaken within the work plans of the two individuals assigned to this project.

**Outcome of recommendation:**

Fully implemented

**Report recommendation 17:**

Coronation Day Centre (Stranraer) to explore the possibility of purchasing its own transport provision.

**Actions:**

- Coronation Day Centre are actively fundraising to replace their bus when the current lease expires

**Comment:**

Coronation Day Centre has nearly reached their fundraising target to be able to purchase their own bus.

**Outcome of recommendation:**

Fully Implemented

**Report recommendation 19:**

Retain day centre services in Ecclefechan, Langholm, Gretna ,Annan, Dumfries, Dalbeattie, Castle Douglas, Newton Stewart and Stranraer

**Actions:**

- Coproductive conversations have been held with the Day Centre Network to develop a new service specification.

**Comment:**

A new service specification has been developed for Day Centres. This is outcome focussed and all Day Centres have agreed on a standard set of measures across all of the centres.

There has also been agreement about this becoming a needs based service rather than a service that focuses on age as a requirement to receive the benefits of what the services offer.

**Outcome of recommendation:**

Partially Implemented – awaiting a decision on funding

**Report recommendation 20:**

Review the feasibility of continued day care delivery at Dryfemount Care Home

**Actions:**

- Discussed current provision with Dryfemount
- Day Care in Annandale and Eskdale will be recommissioned

**Comment:**

The numbers of people who attend this service is small and the service currently operates 3 days a week. There are opportunities for the Day Care to expand if demand was there and resource was available.

**Outcome of recommendation:**

Fully Implemented

**Report recommendation 21 :**

Retain existing dementia day care services in Thornhill , Dumfries, Castle Douglas, Kirkcudbright, Newton Stewart and Stranraer

**Actions:**

- This is being considered as part of the recommissioning of Day Care

**Comment:**

Feedback from people who use day care, their families and Carers along with feedback from Social Workers support this view. There is the demand for additional spaces in the Thornhill Service and opportunities to develop SDS Option 2 models in some of the localities.

**Outcome of recommendation:**

Partially Implemented awaiting procurement

**Report recommendation 22:**

Consider accommodating individuals with personal care needs at Langholm, Dumfries, Newton Stewart and Stranraer Day Centres

**Actions:**

- This is in place in Langholm and in Newton Stewart
- Dumfries has had this in place for a short time when Day Care was being recommissioned in Dumfries between September 2018 and January 2019

**Comment:**

This recommendation is dependent on the needs of the members who are attending the day centre. All of the day centres are happy to work with Social Work Services when the need arises in their area.

**Outcome of recommendation:**

Fully Implemented