



Integration Joint Board
Clinical and Care Governance Committee

12th December 2019

This Report relates to
Item 5 on the Agenda

Day Services Review

*(Paper presented by Linda Owen)
For Approval*

Approved for Submission by	Vicky Freeman, Director of Strategic Planning and Graham Abrines, General Manager for Community Health and Social Care
Author	Linda Owen, Strategic Planning and Commissioning Manager
List of Background Papers	<ul style="list-style-type: none"> • Dumfries and Galloway Council – Day Services Review 21 November 2019 • Dumfries and Galloway Council Social Work Committee - Day Services Review 1 October 2019 • IJB Clinical Care Governance Committee - Day Services Review 9 May 2019 • Dumfries and Galloway Council Social Work Committee - Day Services Review 18 June 2019 • IJB – Day Services Review 28 November 2018 • IJB Clinical Care Governance Committee 16 July 2018
Appendices	<p>Appendix 1 – Day Services Recommendations Appendix 2 – Making Difficult Decisions Appendix 3 – Equality Impact Assessment Appendix 4 – Equality Impact Assessment</p>

SECTION 1: REPORT CONTENT

Title/Subject:	Day Services Review
Meeting:	IJB Clinical and Care Governance Committee
Date:	12 th December 2019
Submitted By:	Linda Owen, Strategic Planning and Commissioning Manager
Action:	For Approval

1. Introduction

- 1.1 Following an independent review of Day Services, a report containing 22 recommendations was presented to the Integration Joint Board (IJB) in November 2018. The IJB accepted all the recommendations and issued a direction to Dumfries and Galloway Council to implement them.
- 1.2 This paper provides an update on each of the recommendations within the Day Services Review Report. This includes details of work undertaken relating to funding day centres and the future commissioning plans for day care services.

2. Recommendations

- 2.1 **The Clinical and Care Governance Committee is asked to:**
 - **Note the progress against the 22 recommendations within the Day Services Review Report as outlined in Appendix 1;**
 - **Note the extensive engagement that has supported the implementation of the recommendations, in particular the commitment of organisations from the Third and Independent Sectors and**
 - **Approve the preferred option for day centre funding as outlined in section 4.9.**

3. Background

- 3.1 Day services refer to the range of support provided to groups of people in settings where they attend for a period of the day or evening but do not stay overnight. Day services are made up of two broad areas, day care and day centres. Day care provides personal care and is regulated by the Care Inspectorate. There are currently five providers of day care delivering across 11 venues in Dumfries and Galloway. Day centres are voluntary run organisations and do not provide personal care. There are nine day centres across the region.

- 3.2 In 2017/18, independent consultants were commissioned by Dumfries and Galloway Council to undertake a review of all day services in Dumfries and Galloway. The consultants produced a report, in June 2018, setting out the findings, a high level strategy and recommendations. This draft report was presented to the Clinical and Care Governance Committee for approval on 16 July 2018. The IJB subsequently issued a direction to Dumfries and Galloway Council on 29 November 2018 to implement the recommendations contained within day services review document.
- 3.3 A partnership approach has been taken to support the implementation of the Day Services Review. The Third and Independent Sector organisations that currently deliver day care and day centre services have worked with colleagues from Community Health and Social Care, from the outset. The willingness of these organisations to work in this way has led to broad agreement around the aims of the services in the next few years along with proposals for outcomes and collective measurement of these outcomes. This is in line with the strategy proposed within the Day Services Review. This information has been reported to the IJB Clinical Care Governance Committee in May 2019 and to Social Work Sub Committee in June 2019. A version of this report has also been endorsed by Social Work Sub Committee on 1 October 2019.

4. Main Body of the Report

Recommendations from Day Services Review

- 1.1 Following the issuing of a direction by the IJB in November 2018, an action plan was developed to implement the 22 Day Centre Review Report recommendations.
- 1.2 In summary of the 22 recommendations, nine were fully implemented, 12 were partially implemented and 1 not implemented.

	Recommendation Number	Total
Fully implemented	2, 7, 9, 13, 16, 17, 19, 20, 22	9
Partially implemented and further action required	1, 6, 14	3
Partially implemented and awaiting a funding decision	10, 11, 19	3
Partially implemented and awaiting a procurement process	4, 12, 15, 21	4
Partially implemented and no further action will be taken	5, 8	2
Not implemented	3,	1

- 1.3 The full details of the recommendations and actions taken is attached in Appendix 1.
- 1.4 As part of the work to implement the recommendations, day centres have agreed the following outcomes for people who use their service who are called members:
- Members will maintain or improve their mental health and wellbeing;

- Members will report improved physical health and wellbeing;
- Members will report feeling less lonely and isolated;
- Members are able to remain living independently at home (with appropriate support if required) for as long as possible; and
- Members are actively involved in the planning and delivery of the service they receive (with input from Carers as and when appropriate).

1.5 Both day care and day centres will be open to any adult who would benefit from the services that they offer. Previously there was an age requirement to be over 60 to attend some of these services. Access will now be based on need and not age.

Day Centre Funding

1.6 The Health and Social Care Partnership provides a total of £594,700 each year across all 9 day centres. There has been no change to the amount of funding each day centre has received in the past 5 years. Day centres are each funded differently, with no established formula for deciding how the money should be allocated.

1.7 Extensive conversations have been held with the Dumfries and Galloway Day Centre Network to determine a fairer and more transparent way to fund day centres. The day centres were keen that funding reflected the service that they delivered.

1.8 By working together with the day centres it has been possible to identify new funding formulas. This has resulted in 14 different options based on a range of data provided by the day centres to support the work they do. It was recognised from the outset that redistributing funding was going to be challenging as the overall amount of funding had not changed. Due to this, it was acknowledged that some day centres would gain funding and others would lose funding. To support this, the day centres agreed collectively to stagger the loss or gain in year one of the three years of funding. The remaining two years of the three year agreement would be at the new rates. In the end, the day centres decided that they did not need to take up this equalisation option.

1.9 The day centres have agreed a preferred funding option to deliver the outcomes as described in section 4.4 above. The funding calculations are based on the total day centre budget which includes funding of £30,493 previously allocated to Kirkconnel Day Centre. This is shown in the table below.

Day Centre	Funding from 1 April 2020 (£)	Current 2018/19 (£)	Funding Difference (£)
Annan	59910	48318	11592
Ecclefechan	59873	53065	6808
Gretna	87585	61809	25776
Langholm	73336	55332	18004
Dumfries	81649	82554	-905
Castle Douglas	24392	22872	1520
Dalbeattie	54501	51972	2529

Newton Stewart	75420	83809	-8389
Stranraer	78034	103776	-25742
Totals	594,700	563, 507	

- 1.10 This whole process has been difficult and as such the IJB Making Difficult Decisions Process has been followed to support this work. A copy of this is attached in Appendix 2.

Commissioning of Day Care

- 1.11 The current commissioning arrangements for day care are outlined in detail in the Day Services Review Report.
- 1.12 Day care is currently provided by 5 different organisations with 5 individual contracts. Four of the providers (Stranraer Skills Station, Dumfries and Galloway Council, Dryfemount and Burnfoot) provide adult day care, Alzheimer Scotland provide all of the dementia day care.
- 1.13 Data from Social Work (1 May 2018 to 30 April 2019) shows that 150 spaces a week were commissioned for adult day in Dumfries and Galloway. A further 164 spaces are provided for people who need dementia day care.
- 1.14 The total cost for all of day care services is estimated as £942,698 in 2019/20. Four of the five organisations are funded on a block contract where an agreed number of spaces are purchased each week irrespective of these being used. One service is funded on a spot arrangement where payment reflects the use of the service.
- 1.15 Future commissioning options for day care will focus on delivering the best outcomes for people in Dumfries and Galloway. This will be done whilst minimising waste in the system by avoiding underutilised provision as can happen within the current block contract arrangements while providing flexibility of approach to sustain the market. It is expected that new services will be commissioned from within existing resources and focus on supporting people living with dementia and adult day care.
- 1.16 During the review implementation process, new outcomes for day care have been developed with the providers. These are the outcomes that the commission would be expected to deliver. The outcomes have been equality impact assessed with all current day care providers invited to participate. Day care aims to support an individual's personal care needs, whilst delivering the following outcomes:
- Maintain or improve health and wellbeing;
 - Reduce social isolation and loneliness;
 - Support people to live at home for as long as possible; and
 - People who use the service and their families and Carers are actively involved in the planning and delivery of the service they receive.

- 1.17 A procurement strategy is being developed to commission contracts to deliver day care services which deliver the outcomes detailed at 3.19 of this report and ensuring compliance with the Public Contracts (Scotland) Regulations 2015. Where necessary this may require advertising of these contract opportunities, particularly for new services to be delivered. This strategy shall consider each locality requirements independently to ensure the specific needs of each area are met.

5. Conclusions

- 5.1 There has been a great deal of effort to support this work by teams and organisations across the Partnership. There are few remaining recommendations to be fully implemented; however these will be completed by 1 April 2020 following decisions about funding within this paper. This means that the direction issued by the IJB in November 2018 could be considered complete.
- 5.2 All of the learning from the newly redesigned and commissioned services will inform the future commissioning intentions for day services to be included in the next Health and Social Care Strategic Commissioning Plan. This will be the strategy for Day Services in the future.

SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS

6. Resource Implications

- 6.1 The budget for Day Centres is £594,700. This budget is managed by the General Manager for Community Health and Social Care.
- 6.2 The current spend on Day Care is estimated to be £942,698 per annum in 2019/20. This budget managed by the General Manager for Community Health and Social Care.

7. Impact on Health and Social Care Senior Management Team, Priorities and Policy

- 7.1 Day Services impact on all of the nine national health and wellbeing outcomes as well as supporting the IJB commitments to provide services closer to home and to support people to live at home for as long as possible.

8. Legal and Risk Implications

- 8.1 The risks to the Day Centre funding is outlined in the Making Difficult Decisions Process attached as Appendix 2.
- 8.2 A full procurement exercise will require to be undertaken to commission Day Care, this is a legal process that needs to be followed. There are risks in going out to the market that providers do not wish to provide the service being offered. If no tenders come forward, then there is a risk that Day Care is not provided. Alternative arrangements would need to be put in place to support individuals who currently access Day Care.

9. Consultation

- 9.1 Information on consultation regarding the Day Centres is attached in Appendix 2 as part of the Making Difficult Decisions Process.
- 9.2 Engagement with people who use Day Care and their families has been undertaken during the course of this work.
- 9.3 The content of this paper has been endorsed by Dumfries and Galloway Social Work Committee on 1 October 2019.

10. Equality and Human Rights Impact Assessment

- 10.1 An Equality and Human Rights Impact Assessment has been undertaken for the new Day Care Service and this is attached as Appendix 3. The Equality Impact Assessment for the new Day Centre Service is attached as Appendix 4.

10.2 There are no negative impacts that require mitigation in either of the impact assessments.

11. **Glossary**

IJB Integration Joint Board