

HAMPSHIRE COUNTY COUNCIL**Decision Report**

Decision Maker:	Executive Member for Adult Social Care
Date:	16 January 2012
Title:	Progressing the Older persons Mental Health Strategy in Hampshire : Dementia Advisor Services
Reference:	3552
Report From:	Director of Adult Services

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1. Executive Summary

1.1. The purpose of this paper is to seek permission to go out to tender for a county wide Dementia Advisor Service using part funding secured under Section 256 of The National Health Act.

- The contract will be for a period of three years and will be on a 1+1+1 basis
- Annual cost of the service is £335,000
- Total contract value over 3 years is £1,005, 000
- Single Tender Approval is being sought from the Head of Legal Services to extend the existing pilot in Andover by 6 months to the end of September 2012 whilst the county-wide contract is tendered to ensure that there is minimum disruption to service delivery in this area and to its service users.
- Current contract value September 2009 - March 2012 is £91,611.

1.2. A six month extension to the pilot will require a further £16,197 bringing the total cost to £107,808

1.3. This paper seeks to

- Gain permission to go out to tender for the Dementia Advisor Service.
- Show how the Dementia Advisor Service will support the delivery of the Joint Hampshire Commissioning Strategy for Older Persons Mental Health.
- Describe and specify the Dementia Advisor Service.

- Place in context the Dementia Advisor service and evidence the need for the future development of the service in Hampshire.
- Specify funding arrangements for a three year contract.
- Detail service performance expectations.

2. Contextual information

- 2.1. 'Living well with dementia – a National Strategy' set out a vision for transforming dementia services with the aim of achieving better awareness of dementia, early diagnosis and high quality treatment at whatever stage of the illness and in whatever setting. It outlined 17 key objectives aimed at improving the quality of care received by people with dementia. It also acknowledged a need expressed by people with dementia, their carers and families for '*someone to be with us on the journey*'. Consequently objective 3 within the strategy is '**Good quality information for those with diagnosed dementia and their carers**'. To meet this objective a new role of Dementia Advisor was developed to provide a contact person who would signpost and facilitate access to appropriate care, support and advice for those with dementia, their carers and families.
- 2.2. The Department Of Health identified that it did not have the information it required on how best to deliver dementia advisor services and launched a programme of 22 demonstrator sites which would be used to pilot and evaluate the effectiveness of various service models. Information would then be extracted from the various services and used to inform future recommendations for best practice.
- 2.3. Hampshire County Council and NHS Hampshire plus key partners were successful in their bid to be a demonstrator site and launched a Dementia Advisor Service in Andover in September 2009.
- 2.4. The results of the national evaluation have been delayed until late 2012. To inform our future commissioning an internal review of six services across England was undertaken.
- 2.5. The Andover service was reviewed along side services in Redcar and Cleveland, East Sussex, North Tyneside, Bracknell Forest and Northampton.
- 2.6. This provided an opportunity for comparisons between models being used nationally. The learning gained from this exercise has been used to inform our decisions about how best to progress the development of this service.
- 2.7. The review confirmed our local findings - that there is a need for good quality accessible information and support that will empower people to direct their own care and build resilience in coping with dementia. This information and support further promotes service user independence minimising the need for unnecessary interventions and assists service users with planning for future need.
- 2.8. Results of the internal review are very favourable towards the service being piloted in Andover in terms of costs, staffing and reach of the service when compared with the other five national models.

- 2.9. The Service was piloted by Andover Mind and was jointly commissioned by Hampshire County Council and NHS Hampshire. The planning, delivery and evaluation of the service was led by a local steering group involving key agencies and local representatives. The service was also one of 4 selected to take part in a more in depth national evaluation and results are awaited.
- 2.10. Early indications show that 75% of people who accessed the service felt it had positively impacted on the way they were able to deal with the challenges they faced on the journey with dementia while 98% of service users were either satisfied or extremely satisfied with the service offered by the Dementia Advisor. Whilst the real impact will be seen in the longer term these findings further endorse the model in place and support the decision to seek permission to tender this service for a three year contract.
- 2.11. At a local level it provided opportunities for more effective partnerships with health, social care and third sector agencies to be developed .Ultimately this has maximised the opportunity for improved outcomes for people with dementia, their carers and families.
- 2.12. The service provided a 'one point of contact' for tailored information and advice from the point of diagnosis throughout the journey of the illness. In March in 2011 a Dementia Consultation Forum was run in partnership with Andover Mind and Hampshire Partnership Foundation NHS Trust. This event invited the local community to participate in table top discussions on ' what services and support enabled people to live well with dementia?'. A common theme from the feedback of the day was that good quality advice and signposting to services in the local community , at the right point of the journey with dementia, has led to a significant positive impact on well being, choice and control.
- 2.13. Evidence demonstrates that in the pilot area 180 people are currently being supported through drop in services and one to one sessions. The most commonly requested information and advice is around dementia symptoms and care, how to access support groups and services whilst maintaining usual daily life and routines and financial advice regarding benefits and planning for the future.
- 2.14. Indicative evidence suggests that The Dementia Advisor Service reduces the number of referrals being made to the Community Mental Health Team.
- 2.15. The Joint Hampshire Commissioning Strategy for Older People's Mental Health was agreed by Hampshire Primary Care Trust and Hampshire County Council in the spring of 2008. It sets a direction of travel for the period 2008-13 for all organisations and individuals involved in older people's mental health services. The aim is to improve outcomes for older people with mental health problems and their carers. The Dementia Advisor Service will support the delivery of this strategy
- 2.16 The strategy is underpinned by what older people with mental health needs and their carers told us about how we could improve the delivery of services and support in Hampshire. They told us they wanted choice and control over how they live their lives. In order to do this they require clear accessible information tailored to their individual needs – Dementia Advisor Services

provide a mechanism for facilitating access to appropriate care, support, information and advice. This service will be integrated with other community support and information services.

3. Finance

- 3.1. Initially the pilot was funded by The Department of Health. It was commissioned by Hampshire County Council and ran from 18 September 2009 to 31 March 2011. Following its success Adult Services and NHS Hampshire agreed to extend the pilot to April 2012. A Single Tender Approval was given to enable this to happen.
- 3.2. Pilot Service Costs
Year 1 - £23,780
Year 2 - £42,355
Year 3 – Pilot extension £25,476 plus a carry forward of £6,919
The extension in service was procured and funded by Adult Services on the understanding that NHS Hampshire would fund the service for April 2012.
- 3.3. Following the closure of specialist mental health beds in the west of the county £111,395 has been secured to date under Section 256 of The National Health Act towards the procurement of this service.
- 3.4. A further £224,000 is required to procure this service across Hampshire Adult Services districts and further discussions are to take place with NHS Hampshire with a view to securing additional funding.
- 3.5. The Dementia Advisor Service is seen to be a joint commissioning priority particularly in relation to the prevention and early intervention agenda. NHS Hampshire acknowledges Hampshire County Council's history and experience of innovative engagement with the third sector and the department's extensive understanding of the social care market and our unique relationship with service providers. To utilise this expertise it has been requested by NHS Hampshire that Adult Services tender for this service with their support throughout the tendering process.
- 3.6. Securing the service will ensure holistic person centred health and social care provision is delivered in a way that is flexible and responsive to people's needs on their journey with dementia. The Andover pilot demonstrated that this service is best delivered outside of clinical services and within a social care environment where it is easily accessible and can be reached by the wider community.

4. Legal

- 4.1 Single Tender Approval is being sought from the Head of Legal Services to extend the existing pilot in Andover by six months to the end of September 2012 whilst the county-wide contract is being tendered to ensure that there is minimum disruption to service delivery in this area and to service users. This six month extension to the pilot will add an additional £16,197 to the current contract value of £91,611 bringing the total cost up to September 2012 to £107,808

- 4.2 It is proposed that the county-wide service will be procured using the EU Restricted Procedure for procuring Part B services. The procurement process will adhere to the fundamental treaty principles of transparency, equal treatment, non discrimination, proportionality and mutual recognition. The tender will be divided into six lots to give small providers the opportunity to bid for the services. Consequently the service may be delivered by one or more providers with their own contract.
- 4.3 The Contract(s) awarded will be for one year with the option to extend on a 1+1 basis for a total of three years.
- 4.4 Given the uncertainties surrounding future PCT funding the contract terms will be drafted to give the council the right to terminate(without penalty) if the funding is withdrawn and also to review the service where funding is not withdrawn altogether but reduced.

5. Performance

- 5.1. In line with Adult Services Department Business Quality Improvement Plan 2011- 2012 this service sits at the heart of its commitment to commission services offering advice, information, early intervention and prevention working with health and the voluntary sector. These services will ensure that people will receive the support they need earlier and in many cases reduce the need for more intensive social care services thus supporting the departments commitment to 'Providing Life Opportunities for all'
- 5.2 This service focuses on empowerment and building confidence and resilience in living well throughout a persons journey with dementia. It does this through the timely delivery of tailor made packages of information and support that facilitate choice and control in decision making regarding independent living thus maintaining vulnerable people at home for as long as they want to be there.
- 5.3 This includes advice and planning for how to manage the change in condition as it progresses and adjust to changes in personal circumstances as well as planning for future needs and contingencies. This should reduce crises and thus reduce demand on emergency and repeat hospital admissions and inappropriate ,long term entry to care homes.
- 5.4 Specifically the Dementia Advisor Service will :
- Ensure that people with a diagnosis of dementia have access to a dementia advisor.
 - Offer improved access to services which can prevent crisis situations from occurring and support with long term and contingency planning. It is often at the point of crisis that avoidable / repeat admissions to hospital or residential care take place. This will support people with dementia to remain at home for longer.
 - Focus on well being and empowerment of the person with dementia and their carers.

- Minimise the number of interventions required by the person dementia, their carers and family.
- Work closely with other health and social care professionals in raising awareness of dementia and the benefits of early diagnosis and promote confidence in the service.

Actively promote the principle of early diagnosis with key partners such as The Memory Service, GP's and other health and social care professionals.

- 5.5 The service is primarily provided to people who have a diagnosis of dementia. However, it will also be available to people with a suspected dementia and will signpost them to and support them through the diagnostic process.
- 5.6 The contract will be monitored and evaluated quarterly against quality and activity performance indicators as outlined in the Service Specification.
- 5.7 This service is in line with the aims set out in the national quality outcomes framework for social care and the NHS.

6. Other key issues

- 6.1. **Risk** – The organisational responsibility for health commissioning is currently in transition from Hampshire Primary Care Trust (PCT) to the new Clinical Commissioning Groups (CCGs) forming across Hampshire. The current S256 agreement is between Hampshire PCT and Hampshire County Council but the timing of the agreement is for 3 years and extends beyond the period when the PCT has commissioning responsibility. Some of The funding for this service has been released by the closure of specialist mental health beds in the west of the county and should thus be recurrently available funding. The contract tender is for a period of three years. There is a risk that the new CCG could decide to have different commissioning intentions to the PCT and withdraw funding from the Dementia Advisor services, revoking the S256 agreement. However from current information available the indication is that the funding will be available for the full period as the relevant Clinical Commissioning Groups have been consulted with and are indicating 'buy in' for the full term of the contract
- 6.2. **Mitigation** - Under the terms of the contract should the Clinical Commissioning Groups involved decide to withdraw funding they can only do so by giving six months notice.
- 6.3. This will enable Hampshire County Council Adult Services Department to give the service provider six months notice as per the terms of the contract.
- 6.4. This minimises the potential risks to Hampshire County Council should funding be withdrawn.

7. Future direction

- 7.1. That the Dementia Advisor Service be rolled out across all Adult Services districts covered by Hampshire County Council

- 7.2. That the service be developed to link with the work of The Community Innovations Team and Reablement Services so as to support service users in prolonging the period of time before engagement with Adult Services is required.

8. Recommendations

- 8.1. That the Executive Member for Adult Social Care give approval to go out to tender for a county wide Dementia Advisor Service using part funding from Hampshire PCT. The new contract will be for a period of three years (1+1+1 basis) to commence on 1 October 2012, with an annual cost of £335,000 and total contract value of £1,005,000.
- 8.2 That the Executive Member for Adult Social Care give delegated authority to the Director of Adult Services to amend the Section 256 if additional monies become available from the PCT at a future date.
- 8.3 That the Executive Member for Adult Social Care agree to the department continuing to engage with the Clinical Commissioning Groups to secure future investment in dementia care services

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	no
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Improvement plan link number (if appropriate): 1 Maximising Wellbeing	
Enhancing our quality of place:	no
Corporate Improvement plan link number (if appropriate):	

Other Significant Links

Links to previous Member decisions:		
<u>Title</u>	<u>Reference</u>	<u>Date</u>
Direct links to specific legislation or Government Directives		
<u>Title</u>		<u>Date</u>
Living Well with Dementia: A National Dementia Strategy		February 2009
Putting People First: A shared vision and commitment to the transformation of adult social care		December 2007
Act Local, Think Personal: A sector wide commitment to moving forward with personalisation and community-based support		January 2011
The Operating Framework for the NHS in England 2012/13		November 2011
Living well with dementia- a national dementia strategy: demonstrator site programme		April 2009

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

Document

Location

None

IMPACT ASSESSMENTS:

1. Equalities Impact Assessment:

1.1 This service specifically targets a relatively disadvantaged group with a view to promoting social inclusion and addressing barriers to accessing services and support . The role of the dementia advisor is to signpost and facilitate access to appropriate care , support , advice and information for the person with dementia, their carers and family.

The service aims to focus on well being and empowerment and build resilience and independence in dealing with dementia thus supporting people to remain at home for longer with fewer interventions and repeat admissions to hospital and residential care.

1.2 The assessment highlighted the need for special consideration to be given to the needs of older people with dementia ,their carers and families. However the needs of younger people with early onset dementia, their carers and families will also be a priority for the service provider as the needs of this user group may initially be very different and require a different approach to engagement. The service provider is required to ensure that their staff and volunteers are appropriately trained to undertake work with this user group . Service delivery to these user groups will be monitored against performance quality indicators.

1.3 Equally service users with a disability or sensory impairment and dementia may require more specialist input.

1.4 The service providers training will be monitored to ensure that staff and volunteers are skilled in communicating with people with a disability or sensory impairment and signposting where necessary to specialist services to ensure their needs can be more fully met.

1.5 Information will be provided in formats that are appropriate to service users needs and support given in understanding that information.

1.6 People with dementia who are gay, lesbian , bisexual or transgender face many challenges similar to those faced by people not in same sex relationships but they also face many others. Many older gay people feel unable to mention their partner or sexuality when seeking support or arranging services. For example, people with dementia and their carers may have to disclose their sexuality to many professionals - doctors, social workers, nursing home staff etc - when previously they have been very private about their relationship. Many people with dementia and their carers feel isolated, this sense of isolation can be exacerbated by others who do not understand or accept their sexuality .The Dementia Advisor Service will be accessible to and promoted at gay , lesbian ,bisexual and transgender groups.

<http://www3.hants.gov.uk/as-equality-ia-archive.htm>

9. Impact on Crime and Disorder:

9.1. NA

10. Climate Change:

a) How does what is being proposed impact on our carbon footprint / energy consumption?

- Better Mobility, Less Traffic The Dementia Advisor Service will be centrally located and accessible on foot and by public transport routes

b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

As Above