

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Safe and Healthy People Select Committee
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Title:	Older People's Day Services
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Report From:	Director of Adult Services

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1. Purpose of the Report

1.1. To update the Safe and Healthy People Select Committee regarding the development of day opportunities for older people in Hampshire.

2. Contextual Information

2.1 Day centres for older people were primarily developed post-war as community centres for older people. Since then they have remodeled in an ad hoc way to respond to changing budgets and populations to provide day care for people with social care needs. Given the twin demands of a projected increase in the number of older people and the national drive to promote early intervention and prevention, these services are being reviewed to ensure that they meet the vision and direction of the department and the future needs and aspirations of older people themselves.

2.2 Day services offer older people a range of activities and support, helping them to continue to live in their own home or with their family or carer. Services aim to provide access to activities, care and support that enable older people to remain resilient in the community.

3 Review of services

3.1 In order to enable the review of day services, existing contracts for service were extended until the end of December 2014. In order to evaluate service provision a number of initiatives were progressed:

3.2 The 'Older People's Day Opportunities consultation' was a period of informal engagement with some stakeholders focusing on what day opportunities in Hampshire should look like in the future. It started on 16 September 2013 and ended on 23 November 2013.

3.3 Questionnaires were devised to gather the views of people who receive services, or may receive them in the future, and carers. The questionnaires were publicly available in hard copy and online. Alternative formats, such as Large Print, were available on request. Hampshire County Council staff attended community groups and day services across Hampshire to tell people about the consultation, give staff and service users the opportunity to give their views verbally, and to distribute questionnaires.

Working with service providers

3.4 Workshops were held to develop service models with service providers, to share ideas for development and improvement and to help move providers towards a more responsive model of care and to test new models of service.

3.5 Testing new services: running a series of pilot schemes to evaluate potential.

- **Gosport Live-at-Home Scheme**

Based on the successful model of the volunteer-based Winchester Live-at-Home scheme, the pilot is establishing whether or not this model can thrive in an area with a different social composition. It provides daily activities, exercise classes linked to hospital discharge, pub lunches, outings, holidays, shopping, phone contact, one-off requests for transport. The service has been evaluated and it is recommended that it should continue and expand to other areas of the county.

- **Support for Carers of people using day opportunities**

Primarily aimed at couples who support one another, with only one of the partners actually meeting eligibility criteria for funded social care, this pilot supported the other partner and linked them in to other services for carers. This pilot has been evaluated and it is not recommended that this service should continue. There is little ongoing requirement for this type of service from carers.

- **Older person's day opportunities in the Nepalese Community.**

This is a very newly formed community and it is necessary for the department to gain a better understanding of the care needs of the older people within it. This service enables us to engage more fully with older Nepalese people and work with them to develop services that are needed and valued by them.

The service has been evaluated and it is recommended that it should continue. However, the service will develop to offer more throughput to service users, both into other specialist services that have been established in the area and into mainstream service provision. This will enable present service users to progress and enable more new service users to access the service.

4 Response to engagement

- 4.1 The majority of older people who completed the questionnaire said that, in order to best meet their social needs, it was most important for day opportunities to provide the opportunity to meet people with similar interests to themselves and the opportunity to make new friends . The chance to have tea and a chat with someone and mixed company were also commonly chosen as the most important things. The carers that responded said the chance for the person they care for to have tea and a chat with someone else was one of the most important things day opportunities needed to provide to meet their own needs as a carer.
- 4.2 Older people also considered a wide range of other things to be most important to meet their social needs. The responses show that people have diverse social needs.
- 4.3 When asked ‘what are the most important things for day opportunities to provide to meet your other needs?’, the most common answers amongst older people who completed the questionnaire were ‘the opportunity to have a hot meal’ and ‘a place where people are very understanding about disability or frailty’.
- 4.4. When asked to express a preference for location of day opportunities, the most common preference amongst respondents was to attend a specialist building designated as an older person’s day centre. The second most popular was to go to mainstream places in the community with a support worker. The third was to go to a building that contains other services, for example, a library, but has some specialist equipment/trained staff.
- 4.5 Availability of transport was a common concern amongst questionnaire respondents, with 89% saying it was a possible barrier for them in accessing day opportunities. Physical accessibility of buildings and facilities was also an area of concern for almost half of the older people, with the distance from their home also being a concern for almost half. The carers that responded said a lack of specialist staff, (i.e. staff who are not trained to deal with specific health conditions) would be a potential barrier to use of day opportunities.
- 4.6 The questionnaire asked respondents to rate some ideas for the future that Hampshire County Council had come up with for day opportunities. The most popular ideas were:
- having hot lunches provided, refreshments throughout the day and the option to purchase light snacks, such as sandwiches, to take home.
 - providing support to enable people to stay connected to clubs and activities that are important to them, or help with visits to libraries or shops.
- 4.7 During the visits to day services and in questionnaire responses, people identified a range of things they like about some current day opportunities.

People appreciated places with good food and friendly, helpful, trained and caring staff. For some people, the opportunity to have a bath at a service was excellent. Outings were very popular amongst many service users, though not all. Having transport to the day service provided, activities and entertainment, the chance to meet people, eating in company, and the fact that attending gave their carer a break were also amongst the things people liked about current day opportunities. Things that seemed to work really well included:

- A sweet trolley, enabling people to exercise choice and shop, which is something they generally could no longer do.
- A centre where other community groups/classes were co-located and the service users were invited to join in with the classes, enabling them to access a broader range of activities and be with a broader range of people, e.g. younger people.
- A day centre based in a housing scheme, where service users could mix with the residents and hence get more interaction.

4.8 During the visits to day services, meetings and in questionnaire responses, people suggested areas for future improvement in specific day services or for day opportunities in general. These included

- Better inclusion of people with speech difficulties or hearing problems and people who cannot read, with the use of different formats so people can take part more in activities.
- More outings, e.g. to places of interest.
- A higher staff ratio to enable service users to go out/on outings.
- A higher staff ratio so that more personal care can be provided (such as bathing) and care packages at home can be reduced.
- Longer sessions – there was a view amongst service users and carers that half days are not worth coming out for and session need to be longer to ensure that carers have a proper break.
- Opening at weekends or bank holidays.
- Shorter journeys for those who do not travel well.

Response rate to the Questionnaire

4.9 The response rate to the actual questionnaire was low although older people and their families fed back more fully as part of group meetings and via day services consultation events. (35 people, 31 older people and four carers, completed a questionnaire). The small number of respondents means that the questionnaire findings cannot be considered representative of Hampshire residents as a whole. However, they still provide important and helpful feedback.

4.10 It was also important to note that a significant cohort of people accessing day services are people with dementia and the returned questionnaires did not reflect this. In order to continue to promote the needs of people with dementia, the new service specification embeds good practice in terms of personalised service approaches, in networking with specialist community services such as the Dementia Advisor Service and in briefing potential

service providers about the impact that building and environment design can have for people with dementia.

5 Future approach

- 5.1 Based on community and partner feedback and pilot evaluations, a new service specification for day services has been developed. This specification reflects the importance of the feedback given and ensures that older people and their families continue to direct and input into the services that are offered.
- 5.2 The overall approach for day opportunities is for there to be an increased emphasis on personalised and enabling approaches for older people with high support needs. These will be linked in with community-based preventative services, such as those provided by the Live at Home pilot. There are other low-cost preventative services in Hampshire that can be developed to meet a wider range of need. In addition to this, traditional buildings-based services such as those included within this tender will take a more re-abling focus and will have specific outcomes identified for each service user which will support them to maintain their independence and skills.
- 5.3 A diverse spectrum of high quality day opportunities are an essential element in Hampshire County Councils strategy to support older people to be enabled to remain as independent as possible and active participants in their communities. This service will be one of the opportunities on that spectrum and will work closely with other services to achieve this outcome and where necessary route people to other services better placed to meet their needs.
- 5.4 The specified service:
- a. The specification is developmental which will be used to facilitate ongoing improvement to the way day opportunities are delivered . This will require engagement with the Council , flexibility and a capacity to develop and change the service over the life of the contract to achieve all elements of the specification.
 - b. Year one of the contract will be focused on embedding all the core elements of the specification. However the service delivered does not need to be limited to these elements and service providers are encouraged to deliver additional elements such as take away meals / snack service, laundry etc. for which they may make an additional charge direct to the service user.
 - c. This service will be delivered from a community based venue, with some flexibility in opening hours to include at least some provision on one day of the weekend.
 - d. This service will provide people with an opportunity to mix with people who share similar interests and provide activities that are person centred

and reflect the needs of the service user. Activities will be stimulating, varied, of high quality and enjoyable.

- e. It will also empower people to exercise greater control over their lives because as users of the service they will be at the centre of decisions about how they choose to be supported and how they wish to see the service delivered.
- f. Service users will be supported to participate in and help steer the direction of the service which will facilitate access to other services such as those provided by the NHS, social care and voluntary sectors.
- g. The service will support people throughout their ageing journey and adapt to their changing needs whilst ensuring that the activities and services offered are both personalised and appropriate to their needs and ultimately are outcome focused and life enhancing.

6 Tender timeframe

- 6.1 The tender is now open at the Pre Qualification Questionnaire stage (PQQ). This will close on May 6 2014, with successful providers at that stage being invited to make a full bid on June 20 2014. Deadline for tender submissions is in August with awards and standstill period mid September 2014. This will enable any transition planning ready for new contracts to start in January 2015.
- 6.2 To promote day opportunities to the market, in addition to advertising the tender opportunity an event was held at Ashburton Hall on April 4 2014. There were over 80 registrations for the event from over 50 organisations. Presentations were made which outlined the vision for day services and information was presented on how organisations could form partnerships and networks should they wish to do this.

7 Next steps

- 7.1 The summary report from the engagement exercise is now published.
- 7.2 Work will continue to involve older people and their carers in the improvement and ongoing development of day opportunities. This is a requirement of any service provider but the Department will also continue to engage with older people and stakeholders directly as part of the Older Persons Voice Project and Older Persons Wellbeing Board.
- 7.3 Work is planned to develop additional, low cost volunteer-based services to sit alongside day opportunities in order to build community support and utilise existing assets (such as community buildings and libraries).
- 7.4 The tender process will be progressed and work undertaken to ensure that service implementation plans are robust and monitored.

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

Hampshire safer and more secure for all:	yes
<p>This service will contribute to meeting the social care needs of older people in Hampshire in an environment that is safe, empowering and valuing whilst individuals regain, relearn and practice skills that maximise their potential for independence.</p>	
Maximising well-being:	yes
<p>Day services support the Hampshire Health and Wellbeing Strategy and support the delivery of the Adult Services Vision for 2012 – 2015.</p> <p>The National and local vision for Adult Social Care (ASC) is for support services to be delivered in a more personalised way with the emphasis on individual choice and control taking into account issues of diversity and equality.</p> <p>There are three levels in the departments social care offer and this service sits within level two – Maximising Independence.</p> <p>The service will enable people to achieve and maintain their optimum level of independence , functioning and wellbeing by providing activities and opportunities that support them to remain active and engaged with their local community. Individuals will be empowered to think about their future needs and make the decisions and choices necessary to achieve this to the best of their ability.</p> <p>The service will support people to take control of the choices they make by offering access to other services that enhance and support well being and an improved quality of life.</p> <p>The service will reduce loneliness and social isolation by providing opportunities for people to come together to socialise and share their experiences and common interests.</p>	
Enhancing our quality of place:	yes
<p>The service will be provided in a number of different locations across Hampshire meeting the needs of people in our rural, urban and coastal communities.</p> <p>The service will be commissioned in a way that ensures that people can receive the service in as close proximity to their own home and community as is possible. This will ensure that individuals do not become socially isolated and can maintain links to their local community.</p>	

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

Safeguarding Adults Policy 2013

<http://www3.hants.gov.uk/professionals-abus.htm>

IMPACT ASSESSMENTS:

1. Equalities Impact Assessment:

- 1.1 The vision for day opportunities for older people has been developed in partnership with older people themselves, with service providers and other key stakeholders. The aim of the project is to ensure that future day opportunities for older people are more personalised and outcome focused.

Services will have both an enabling focus and one which supports older people with high support needs. Day services for older people and older people with dementia or other high support needs (including physical and functional mental health needs and or sensory loss) play an important supporting role in maximising opportunities for well being, improving quality of life and promoting independence.

Potential Mitigating Actions

Since the main purpose of the project is to promote the development of day services and opportunities for older people that focus on personalisation, reablement, early intervention and prevention, age and disability have been identified as high impact factors and the impacts are intended to be positive .

These support services are designed to combat isolation and improve access for people, not only to formal services but to local communities and to assist in networking between people and between local groups. As such this project work is designed to directly address discrimination, exclusion and isolation felt by older people and their carers.

All other factors have been identified as low or no impact, though it is recognised that within the main group targeted by this project there are other sub groups that will need specific considerations in different areas of Hampshire.

The service provider will be expected to consider equalities issues and the diversity of the population in the different localities of Hampshire and take account of the particular issues, opportunities or needs as part of the project. The providers knowledge and understanding of diversity in its broadest terms will be evaluated at the Pre Qualification Questionnaire stage of the tender process.

The provider will be expected to respect beliefs and traditions of the people using the service and any impact this may have on their dietary needs or daily requirements. The provider will be expected to be aware of the needs of older people and their carers for intimacy. They will be expected to be discreet and respectful in all matters relating to a service users sexuality and understand that for many people it may be a sensitive and private matter that they find difficult to discuss.

2. Impact on Crime and Disorder

2.1 This service will have a positive social impact on the lives of the people using the service as it will support individuals in making choices about their future, and where possible, enable individuals to remain living at home with the minimum number of interventions necessary for independence, feel safer and more secure.

3. Climate Change

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

This service will be available in many locations across Hampshire ensuring that travel to the service for the individual, their carers, families and professionals is kept to a minimum thus minimising the carbon footprint of the service. Satellite services are also being encouraged so as to minimise unnecessary travel.

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