

Appendix 1

Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Older People's Commissioned Day Services**
Purpose of Report: **To consider the proposals for commissioned older people's day Services**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree to continue the model of service at the Phoenix Centre and to re-tender;**
 - 2. agree to close the services delivered through the Charter Centre and Isabel Blackman Centre and re-commission this care in the Independent Sector; and**
 - 3. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
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1. Background

1.1 Adult Social Care currently funds older people's day care places for over 330 clients in over 30 different services across East Sussex. These places are primarily individually purchased at an agreed rate with no additional cost, other than transport.

1.2 The exceptions to this pattern of service are the services provided by Sussex Community Development Association (SCDA) who were awarded the tender to deliver older people's day services at the Charter Centre in Bexhill, Isabel Blackman Centre in Hastings and the Phoenix Centre in Lewes from July 2014. SCDA took over responsibility for delivering these services from Adult Social Care. The services provide support to older people with dementia and other long term conditions.

1.3 The Isabel Blackman Centre and Phoenix Centre are owned by the County Council and the Charter Centre which is part of a sheltered housing complex is leased from the landlord, Optivo.

2. Supporting Information

2.1 The financial information within this report relates to older people's day services which have been commissioned from Independent Sector providers over the last three years. The paper does not include older people's day services which are directly provided by Adult Social Care. The average unit cost of providing a day service place has remained constant for the last three years at approximately £53, across the Independent Sector.

2.2 Based on 2017-2018 attendance, the unit costs for the SCDA services are:

Unit costs per person per day	Charter	Phoenix	IBC
Total Unit cost (all costs including premises)	£211	£54	£75

2.3 Re-commissioning older people's day services from the Charter Centre and Isabel Blackman Centre within the Independent Sector will realise a full year saving of £188,438 due to the lower costs of this provision.

3. Consultation Summary

3.1 In the ten week consultation period from 19th April to 28th May 2018 a series of consultation meetings took place in each centre: Charter; Phoenix; Isabel Blackman. In addition, views were sought from a range of stakeholders by letter, telephone and email. Appendix 1 outlines the consultation process and responses. All responses to the consultation have been placed in the Members Room and the Cabinet Room for Member's consideration.

3.2 Over 147 comments or queries were received from people about the older people's day services savings proposals, prior to and during the consultation period.

3.3 Overall themes from the consultation

- People disagreed with, or are unhappy about the proposal, to make savings in this area.
- They said it would be wrong to close them and a false economy in the long run. They are vital services and clients would be upset if they are cut.
- The services are convenient and flexible, providing a routine and stimulation for the client. The staff are good and people value the social aspect and having access to personal care.
- People talked about the benefit of the services to clients and the fact that cutting or closing them would increase the stress on carers.
- It would leave people isolated if they couldn't use these services. It could push people into decline or crisis and lead to the use of more expensive services.
- Reducing or cutting these services could worsen or cause mental health issues.
- They suggested charging people more to use these services and publicising them better to increase usage and their income. People also said the space could be rented out to make some money.
- People said they would still need to attend a day service if these closed and are concerned that there aren't any similar services available.
- It's important that the Council is mindful of the impact the cuts would have when it is making decisions about savings areas.

4. Proposed changes to service provision

4.1 There is a range of other older people's day service provision in the voluntary and independent sector across the county. The County Council already fund places for clients with other day services.

4.2 The higher unit costs of running the SCDA older people's day services at Isabel Blackman Centre and the Charter Centre relate in large part to lower levels of occupancy. This challenge has continued despite extensive efforts from SCDA to increase the numbers of clients attending. The savings proposal therefore is to terminate the contracts with SCDA for both centres and find alternative services for the clients from April 2019.

4.3 We will develop a framework approach to commission older people's day services in the independent sector that are not attached to particular buildings. The framework will be designed to ensure a good geographical spread of provision across the County and to ensure higher levels of need can be met. Two Extra Care Schemes already have day service providers based with them (Bentley Grange and Marlborough House). It is proposed to explore options for further developing the use of Extra Care Services as potential day service providers.

4.4 Currently there are no other local older people's day services providers in Lewes and surrounding area. It is therefore proposed to continue the current model of care at the Phoenix Centre. This will require a further procurement process during 2018/19 as the current contractual arrangements are drawing to a close.

4.5 All individuals receiving a service from the SCDA contracted day services, including people who fund their own day care, will have a review of their needs to inform any choice and decisions about alternative support options, where this would be required.

4.6 The table below sets out the financial rationale for the proposed level of savings that can be derived from the proposed framework commissioning approach.

Older Peoples Day Services	Days	Cost of service	
		£	£
Current Independent Sector Day Services model for Older People			
2017-18 Planned days service	15,314		
2018-19 cost of service using agreed rates including contribution towards voids*		1,030,727	
2018-19 Premises budget - ASC buildings		96,900	
2018-19 estimated total cost of day service			1,127,627
Proposed model			
Planned days service	15,314		
Proposed max framework price per day	£55.00		
Proposed estimated cost of service		842,289	
2018-19 Premises budget - ASC buildings		96,900	
Proposed estimated total cost			939,189
Potential saving achievable compared to 2017-18 demand and prices			188,438
* this figure includes contract void payments			

5. Impact of delivering the proposed changes to service provision

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 2. The full version of relevant completed EqIAs have been placed in

the Members' and Cabinet Room and are available on the Cabinet pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full version of the EqlAs and take their findings into consideration when determining these proposals.

5.2 Given the nature of the proposals in this report and its potential to impact upon those with protected characteristics (most notably those individuals who are elderly and/or have a disability as set out below) the regard that shall be required is high. This however is one relevant factor to consider alongside other factors such as budgetary and economic factors.

5.3 The area of biggest impact is on age, disability and carers. The cumulative impact of the review of commissioned day services, and carers' services will also have a negative impact on carers and older people:

- As these day services are for older people, any reduction or closure of services resulting from the review would have a negative impact on clients and potential clients who have a dementia diagnosis or mental health issue, as well as physical needs associated with the ageing process
- Potential changes would result in increased anxiety and distress for older people with dementia and mental health conditions, and due to reduced capacity for specialised support and the increased likelihood of being admitted to residential care, plus increased use of primary and acute healthcare and an increase in demand for social care
- Should any proposals go ahead as a result of the review, there will be a negative impact on carers and family members of clients by placing increased pressure on them alongside a reduced capacity for carers support and a possible reduction in alternative day services
- An impact to clients who rely on day services for social interaction and stimulation, and likewise to carers who have made social connections with other carers, or use the time to meet other responsibilities or self-care
- Potentially longer travel times to reach services, particularly for clients living in rural areas and who are reliant on arranged transport
- There were also related potential effects on race and sexuality for clients, although it is acknowledged that these issues relate to access to services in general, rather than the proposals specifically. These have been assessed as neutral but addressed in the mitigations where possible
- As directly provided services are also under review, there may be additional impacts on the day services which are contained within this review.
- Whilst there is a reduction in people using day services in East Sussex, by 2025 the number of people with dementia is expected to be 13,425¹, an increase of approximately 30%, which may require approximately 90 additional places based upon the current day care placements of 310

6. Conclusion and Reason for Recommendations

6.1 There is strong local support to retain the day services at the Charter, Phoenix and Isabel Blackman Centres. The views of carers reflected concern at possible loss of service, quality of staff and capacity to support carers through the respite element of day services. There is a range of viable options to re-commission the day care provision currently

¹ Dementia Joint Strategic Needs Assessment, Public Health ESCC, November 2016

delivered at two of the three centres, Charter Centre and Isabel Blackman Centre, whilst ensuring that the current clients continue to be properly supported. The local availability of alternative services combined with low occupancy and high unit costs means that maintaining this provision in the current format is not considered good value.

6.2 The recommendation is therefore to re-commission alternative services in the independent sector. This recommendation supports the strategic direction for older peoples' day services by developing the market, challenging price and developing longer term sustainability of service provision.

6.3 Cabinet is recommended to agree to proceed with the recommendations which will deliver savings of £188,000 from older people's commissioned day services:

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Tamsin Peart, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Members:

Isabel Blackman Centre: Councillor Charman

Phoenix Centre: Councillor Philip Daniel

Charter Centre: Councillor Elford

BACKGROUND PAPERS:

Appendix 1: Consultation Report

Appendix 2: Equality Impact Assessment Summary