

Title:	Review of day care for older people		
Report to:	Torbay Care Trust Board		
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Directorate/Department: Director responsible	Commissioning		
Date Prepared:	3 rd September 2009	Date of Meeting:	16 th September 2009
<p>Summary of Report</p> <p>This report outlines the key findings from a recent review of day care services for Older People.</p> <p>The findings suggest there is a need to reshape the market. There is an over provision of traditional style day care in both the independent sector and in-house. Current occupancy levels are only at approx 56% for all commissioned day care services.</p> <p>Although there are varying levels in service, most providers run activities for clients to keep them socially active. The review has identified that clients who access in-house day care centres are generally as satisfied as the clients who access day care in the independent sector. However, It costs significantly more to provide services in-house than in the independent sector.</p> <p>The review findings suggest that Older People are generally not being offered enough choice in the types of services they can access, Traditional day care does not meet the needs of all individuals who require socialisation and companionship.</p> <p>Recommendations</p> <p>The Board is asked to :</p> <ol style="list-style-type: none"> 1. Note the review process and findings 2. Approve further work with service users and carers to identify the most appropriate and sustainable model of commissioning and providing day care in Torbay which will; <ol style="list-style-type: none"> a) assess the suitability of continued provision of traditional day care services b) investigate any opportunities for a rehabilitation and reablement day service(s). c) investigate options to expand the choice available to people and to determine a preferred approach through consultation with the community which enables people to live independently at home for longer, meeting the needs of those people who are not quite ready for traditional day care. d) identify services and place clients to achieve both quality provision and value for money 3. Agree when a further Board briefing should be available 			

Board Assurance

Links to which Standards for Better Health? (please tick the appropriate boxes)

- ☒ Health care processes, practices and activities prevent or reduce the risk of harm to patients (safety 1)
- ☒ Care and services, based on assessed research evidence, provide effective outcomes for patients' individual needs (Clinical and Cost Effectiveness – 2)
- ☒ Commitment of Improving Working Lives/Team Based Working programmes/training to support staff to provide high quality care (governance - 3)
- ☒ Ensuring financial systems achieve balance, economy, efficiency, probity and accountability (governance - 3)
- ☒ Undertake systematic risk assessments and risk management to support quality improvement and assurance (governance - 3)
- ☒ Provide care in partnership with patients and carers that respects their needs and preferences (Patient focus - 4)
- ☒ Access and choice to provided and commissioned services (Accessible and responsive care - 5)
- ☒ Integration with social services & partner agencies in order to deliver services and care pathways promptly (Accessible and Responsive Care – 5)
- ☒ Care is provided in safe environments that promote the effective and safe delivery of treatment (Care Environment and Amenities – 6)
- ☒ Implementation of the national service frameworks to promote, protect and improve the health of the population (Public health- 7)
- ☒ To ensure that there are appropriate Services and programmes for reducing health inequalities between different population groups and areas (public health - 7)

What is the nature of assurance(s) provided? (Please tick the appropriate box)

- ☒ Progress report
- € Action plan
- € Minutes/notes of meeting
- € Strategy
- € Protocols/policy/procedure
- € Guidance
- € Other:

Do you agree that the recommendations will be monitored and/or reviewed

Do you agree that this document can be made public?...

Have you considered any legal issues that may arise from this document?

Have you considered how this fits into the Race, Disability and Gender Equality Scheme and the Equality and Diversity Strategy

Can you evidence how you have taken account of the views of the public in making any decisions/ proposals?

1. Background

The National Service Framework for Older People states that:

“Older people are not a uniform group and they have a wide range of needs: They may be broadly seen as three groups:

Entering old age These are people who have completed their career in paid employment and/or child rearing. This is a socially-constructed definition of old age, which, according to different interpretations, includes people as young as 50, or from the official retirement ages of 60 for women and 65 for men. These people are active and independent and many remain so into late old age.

Transitional phase This group of older people are in transition between healthy, active life and frailty. This transition often occurs in the seventh or eighth decades but can occur at any stage of older age. The goals of health and social care policy are to identify emerging problems ahead of crisis, and ensure effective responses which will prevent crisis and reduce long-term dependency.

Frail Older People These people are vulnerable as a result of health problems both physical and mental such as stroke or dementia, social care needs or a combination of both. Frailty is often experienced only in late old age, so services for older people should be designed with their needs in mind. The goals of health and social care policy are to anticipate and respond to problems, recognising the complex interaction of physical, mental and social care factors, which can compromise independence and quality of life.”

The majority of people who use traditional day care are frail older people, with a growing population of people aged 50+, there is a growing need to consider the next generation of people who will need or want to access day care and a need to meet their individual needs by offering more day care solutions and more individual choice.

- 1.1 Day care is valued by carers, not only in that they receive a necessary and important break from looking after their family member/friend, they receive a great deal of reassurance knowing their family member/friend are taking part in activities and socialising with others
- 1.2 The number of people over 85 in the UK is predicted to double in the next 20 years and treble in the next 30. The proportion of Torbay’s population aged 50 and over is currently 43.5%; this is projected to increase to 45% in 5 years time. (JSNA 2009)
- 1.3 The Care Trust has made a strategic commitment to reduce the level of care home admissions. To achieve this we need to recognise the importance of modernising preventative services to meet the needs of the community.
- 1.4 Over time, people who use social care services and their families will increasingly shape and commission their own services. Personal Budgets will ensure people receiving public funding use available resources to choose their own support services.
- 1.5 The publication of the Green Paper on Social Care for adults ‘Independence, Well-being and Choice’, Department of Health, March 2005 identified that services should be person centred, community focused, and delivered in partnership with voluntary agencies. This was then followed in a White Paper “Our Health, Our Care, Our Say”, Department of

Health, 2006, which states “Wherever possible, [people] should be enabled to use the wide range of service available to the whole community.”

2. The Methodology

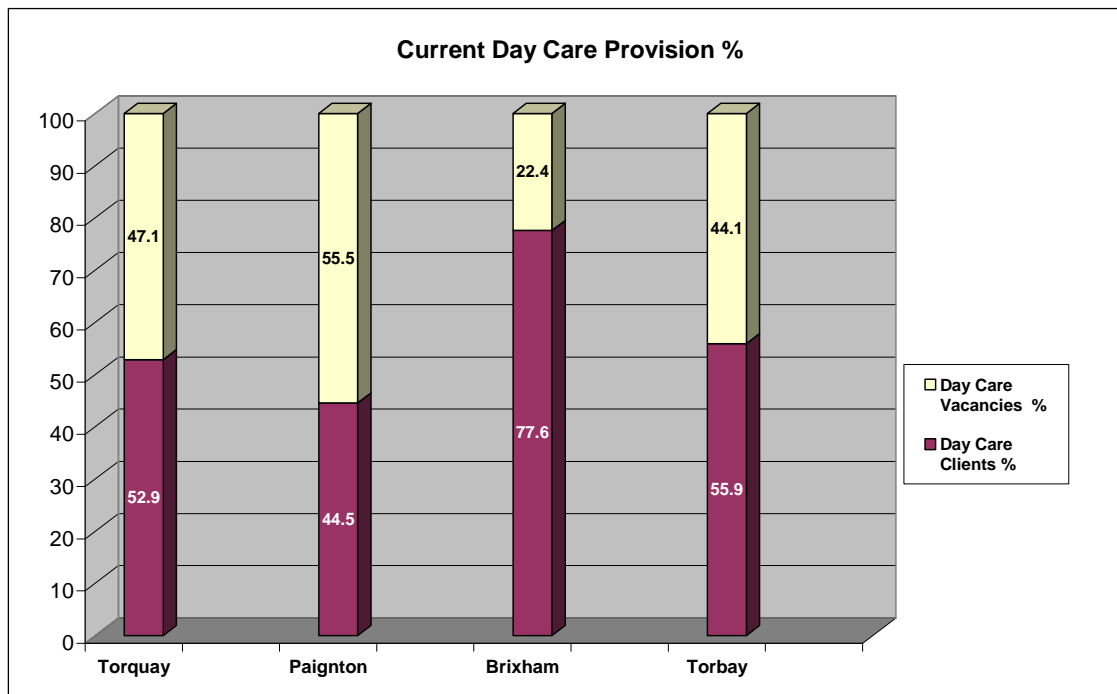
In early 2009 Torbay Care Trust initiated a review of day care services for Older People as part of its continued commitment to modernise services and increase choice for this client group.

- 2.1 An informal, fact finding approach was used to understand the current provision of all day care for older people in Torbay, and interviews were held with staff, clients and carers from 9 different providers.
- 2.2. In total 10 clients, 14 members of staff (including managers), and 2 carers were interviewed. The questions asked focused on: the number of people accessing day care with that provider, the total capacity, what activities they take part in, how safe they feel, where their needs met fully and what would they change about the service if they could, among others. Views were also sought from 2 Older People who were going through the process of choosing day care and the services available to them.
- 2.3. The vacancy levels, key developments in services and ideas on how day care could be improved were collated via e-mail and where possible face to face with managers. 13 care homes in total contributed their views and their ideas on modernising their own services.
- 2.4. Other information was collated in-house i.e. financial information, number of units,
- 2.5. Other local authorities have been contacted (including Plymouth City Council & Cornwall County Council, Devon County Council and Somerset County Council) and a number of visits undertaken to determine the regional trend in terms of day care provision.
- 2.6. Information is continuing to be collated in various ways through collaboration with other projects

3. The Review Findings:

- 3.1 All of the clients interviewed as part of this review were generally satisfied with the services they receive. However, many of the clients felt that they had not been offered enough choice in the types of services they could access.
- 3.2 Although there were varying levels in service, most providers organised fun activities for the clients. The interviews identified that the clients who accessed independent sector day care were generally just as satisfied as the clients who accessed in house day care centres in the bay,
- 3.3 The interviews with carers and older people who were looking for day care identified that ‘traditional day care’ did not always meet the needs of individuals who require socialisation and companionship.
- 3.4 Torbay Care Trust currently commission day services such as luncheon clubs (various providers). These were felt to meet the needs of some individuals who believed that traditional day care was not for them. However the interviews identified a need for more awareness of these choices, better value for money and an expansion in the range of services available to people.
- 3.5 The number of activities offered and the amount of interaction with clients varied significantly from one provider to another.
- 3.6 Torbay Care Trust and independent care homes staff expressed a need for some kind of rehabilitation and reablement day service(s) in Torbay to compliment facilities such as St Edmunds Community Care Support Centre in Torquay and to help people live independently at home for longer offering flexible rehabilitation support following treatment/respite

3.7 Graph 1: Shows the current occupancy & vacancy levels for In-house and independent sector day care (June 2009)



The above Graph suggests there is an over provision of traditional style day care in Torbay. Just over half of all placements are currently occupied in Torbay (55.9%).

- 3.8 There are 47 providers of traditional day care in Torbay; nearly half of these are in Torquay.
- 3.9 Each year the Care Trust spends £1220 per client in the independent sector and £2285 per client in our In-house provision.
- 3.10 The projected outturn for the total net day care costs for in 2009/10 is approximately £888K (based upon the 573 contracted units).
- 3.11 Care homes in Torbay were keen to explore new ways of working as the traditional day care services they run as they were observing more vacancies which is affecting their business.
- 3.12 Social interaction, fun activities, support with family and financial matters and a nice lunch were seen as the most important elements of day care.
- 3.13 Staff were generally happy in their work; they got a great sense of achievement in making clients smile.
- 3.14 There were concerns from all clients that were interviewed about transport arrangements, specifically with the minibus and the amount of time it can take to pick everyone up in the mornings when carers are late and the clients have to be dressed and helped on to the bus in the mornings by day care staff.
- 3.15 Staff felt safe at work, with clients and around the premises in general. Many have been supplied with mobile phones and/or alarms for use when out and about on the minibus.
- 3.16 Some respondents felt that there were insufficient numbers of staff on duty to ensure a good level of interaction and a continuing programme of activities each week.

- 3.17 Concerns were also raised by many about the amount of money they have to ensure activities are run regularly
- 3.18 Fundraising is a very important element to the staff and clients at some of the day care centres/residential homes. Many day care providers have Comfort Funds, where fundraising money is kept aside for key activities and outings. Clients can make a small contribution towards these activities if they wish.

Consulting the Market

All care homes that provided day care were given the opportunity to contribute their ideas on the modernisation of day services in Torbay.

34 of the 47 independent and in-house providers provided details of their current day care vacancies. 13 of the 47 expressed a clear enthusiasm to develop their services. Here are just a few examples of the willingness to change.

- 4.1 A number of care homes have expressed an interest in using their minibus more effectively. Most Homes have a minibus which is stationary from approx 11am -3pm each day, which could be used for outings, luncheon clubs and activity groups organised by the voluntary sector.
- 4.2 One care home in particular is keen to develop day care which supports intermediate care and rehab services.
- 4.3 Many of the care homes value the training that is offered by the care trust and are keen to develop their services to ensure they can offer dementia clients a day care placement.
- 4.4 Approx 70% of the care homes that responded are looking at ways to develop their services in terms of offering weekend day care, and sit –in services in the evening to relieve and assist carers in a more flexible way.
- 4.5 A few Care homes in Torbay are keen to develop a menu of choice for clients accessing day care. I.e.: older people could choose to come in for lunch only or for particular activities on particular days and pay a small price for the things they take part in.

5. Benchmarking – What are other authorities doing?

The review looked at work underway in 5 other local authorities, It was noted that there is a general shift away from traditional day care to 'day services' provided by the community and voluntary sector. There are a number of different models of the commissioning and provision of day care in these 5 local authorities. Some provide a mixed economy of in - house provision and also commission more flexible day services for older people; some only provide in - house and independent sector traditional day care and others have moved away from in-house provision all together.

Here are a few examples of the types of day care services local authorities commission.

5.1 Devon County Council

Devon County Council currently provide in-house day centres for Older People and day care within existing in-house care homes.

They have developed a community mentoring project which is a personally tailored, goal oriented service for people aged 50 and over, aimed at tackling the social isolation, and consequent exclusion which frequently follow on common events in later life, such as bereavement, illness or disability.

5.2 Somerset County Council – Active Living Centres

Following a review of day care services and a successful bid for POPP (partnerships for older people projects) in 2007, in Partnership with the NHS and Age concern, Somerset County Council set about developing 50 active living centres in the area that provide opportunities for older people to stay:

- Full of life: Access to information and advice on looking after your health and wellbeing and feeling good about yourself.
- Full of energy: Taking part in local activities which help keep you fit and well.
- Full of fun: Enjoying the company of others, an opportunity to try out a new activity, feeling part of your local community and speaking up for yourself.
- Full of knowledge – learn a new skill; use your skills and knowledge to support others through volunteering. Access information on local services and feeling part of your local community.

Somerset County Council do not provide any traditional in-house day care facilities for older people.

5.3 Cornwall County Council and Age concern

Fit as a Fiddle is part of a nationwide initiative funded by the Lottery Wellbeing Fund. Its aim is to enhance the health and wellbeing of people aged 50 and over. The idea is to set up or expand programmes covering different events, from gentle exercise classes to social meetings. This all helps enormously for an older person to make new friends, reduce the feeling of isolation and improve mental wellbeing.

In Cornwall, the venture is called At My Age and focuses on using venues in the local communities to create opportunities for people to access events and classes. These can be anything from healthy eating courses, dance classes, memory clinics and even Tai Chi. This is an exciting project and the plan is to help develop new schemes in different areas of the county.

Age Concern Provide Traditional Day centres for Older people in Cornwall

6. Summary & Key messages

The review has demonstrated a need to modernise day services for older people in Torbay. Continuing to provide and commission day care to the current configuration results in the needs of individuals will not being met.

There is an overprovision of traditional style day care in Torbay.

Clients are not receiving enough choice.

7. The key recommendations are:

- a) Further work should be undertaken with service users and carers to identify the most appropriate and sustainable model of commissioning and providing day care in Torbay:
 - i) To assess the suitability of continued provision of traditional day care services
 - ii) To continue to Investigate any opportunities for a rehabilitation and reablement day service(s) in Torbay.
 - iii) To investigate options to expand the choice available to people and to determine a preferred approach through consultation with the community which enables people to live independently at home for longer, meeting the needs of those people who are not quite ready for traditional day care.
 - iv) To identify services and place clients to achieve both quality provision and value for money

8. Conclusion

As an enabling Care Trust, Torbay aims to maximise the resources and opportunities of external suppliers where possible. It is essential to develop the range of options regarding day services for Older People and to consult on the appropriateness of existing services within the framework of new provision, leading the market by example.