

# ADULT SOCIAL CARE AND HOUSING SCRUTINY COMMITTEE

## Agenda Item 10

Brighton & Hove City Council

<b>Subject:</b>	<b>Value for Money Review of Day Services for Older People</b>		
<b>Date of Meeting:</b>	<b>18 June 2009</b>		
<b>Report of:</b>	<b>Joy Hollister</b>		
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<b>Wards Affected:</b>	All		

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 A report was presented to Cabinet Member Meeting on 13<sup>th</sup> September 2008, when the recommendations of the Value for Money Review of Day Services for Older People were approved.
- 1.2 This report gives an update on progress of the implementation of the recommendations of the Review.
- 1.3 The developments in day services are closely linked to the personalisation programme in Adult Social Care.
- 1.4 This report mainly relates to services provided for older people and does not include recommendations for specialist services for older people with mental health needs.
- 1.5 DMT approved the proposals in this progress report on 23<sup>rd</sup> April 2009. A further progress report will be presented to Adult Social Care & Housing Cabinet Member meeting on 19<sup>th</sup> October.

## 2. RECOMMENDATIONS:

- (1) Scrutiny Committee are asked to note and comment on the developments in day services for older people linked to recommendations of the Value for Money Review.

## 3. BACKGROUND INFORMATION

- 3.1 Day Services provide support to older people and older people with mental health needs from several establishments across the city. An overview and map of individual centres is included in **Appendix 1**. 47 staff in total work across all day centres.

### 3.2 **Key recommendations of the Value for Money Review of Day Services for Older People ( 2008)**

- Take forward and implement plans to modernise the service
- Target service in Adult Social Care at older people with a higher level of need
- As part of the wider Adult Social Care Personalisation agenda develop short-term reablement in day services
- Develop and implement voluntary sector/community provision for the Combined Day Services, with an initial focus on CDS West (Muriel House).
- Work with Housing Management and the third sector to build on the work taking place in the Local Area Agreement (LAA) areas and to develop alternative services
- Develop business case for future transport options

- 3.3 **Appendix 2** illustrates the vision for day services for older people and older people with mental health needs as recommended by the Value for Money review in September 2008.

### 3.4 **Progress to date on the VFM Review of Day Services**

- Combined Day Services (West) no longer operates from Muriel House (sheltered accommodation) – due to low occupancy.
- Work on modernising the service including outcome focused care plans, promotion of Direct Payments etc
- Proactive engagement with other stakeholders in the city

- Mental health focus group established with stakeholders to develop a model for day services for older people with mental health needs
- Volunteer pilot established, with services users at Montague House attending Tower House as volunteers
- Reablement focus: Examples of services users moving on from day services into community activities
- Work with colleagues from Learning Disability and Physical Disability in relation to developing “day options” for people.

## 4 CURRENT OPERATIONAL ISSUES

### 4.1 Occupancy

4.1.1 Following the Value for Money review each centre had an “overbooking” system, and despite this, occupancy remains low. The table below gives details on occupancy in centres in 08/09.

### 4.2 Unit Costs

There is a relationship between low occupancy in centres and high unit costs. The table below illustrates the unit costs for one day of day services.

	<b>Days open</b>	<b>Total places per week</b>	<b>Costs 08/09</b>	<b>Average Occupancy 08/09</b>	<b>Unit cost 07/08</b>	<b>Unit cost 08/09</b>
Wayfield Avenue	7	164	<b>328,438</b>	<b>61.66%</b>	54	<b>62</b>
Ireland Lodge	7	154	<b>364,068</b>	<b>55.8%</b>	73	<b>81</b>
Craven Vale	7	155	<b>325,939</b>	<b>63%</b>	67	<b>64</b>
Tower House	5	145	<b>327,400</b>	<b>57.52%</b>	91	<b>75</b>
Combined Day Services (East)	7	104	<b>232,970</b>	<b>57.66%</b>	72	<b>75</b>

Unit costs for one day of day care (rather than per morning or afternoon session as reported in PSS EX1)

\*% occupancy based on actual attendance

### **4.3 Combined Day Services (East)**

4.3.1 Combined Day Services (CDS) operate over 5 days from 3 sheltered Housing schemes in the East of the city.<sup>1</sup> There are 35 service users attending CDS over a 7 day period which equates to 59 places. 7 staff work in the service.

4.3.2 Occupancy remains low in Combined Day Services. In addition, as identified in the VFM review, the physical environment in these 3 schemes means that staff are unable to care for people with high levels of need.

4.3.3 Discussions have been held with colleagues in sheltered Housing to discuss the possibility of developing these schemes as "Community Hubs" as described in the Housing Strategy. However there is now an urgency to address the issue of low occupancy and high unit cost in the Combined Day Services operating from these 3 schemes.

### **4.4 Modernising the Service and the Personalisation agenda**

4.4.1 Numerous examples exist of managers and staff starting to take new approaches to the provision of day services for older people, e.g. actively supporting Direct Payments, helping people move on from day services to community based activities.

### **4.5 The longer term future of Day Centres**

4.5.1 The Value for Money review provided detailed information concerning the profile of services users; they are increasingly

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<sup>1</sup> Jasmine Court, Laburnham Grove and Elwyn Jones Court. The services operate from Tower House at weekends.

older (with an average age of 85) and frailer. A different form of service may need to be considered to meet their needs.

4.5.2 Information will be required to help inform a needs assessment and future services.

4.5.3 Three Adult Social Care day centres exist in the city for older people, <sup>2</sup> and given the changing needs of services users and carers, the personalisation agenda, the low occupancy and high cost of the service, an alternative model may need to be considered.

4.5.4 New developments may affect day centres in the East of the city. Patching Lodge, Craven Vale and Somerset day centre are located half a mile from each other, and this will lead to a question of how best resources for older people can be utilised.

## **5 PROPOSED DEVELOPMENTS**

The following developments are in progress in response to the operational issues described in point 4 above:

### **5.1 The reprovision of Combined Day Services currently operating in 3 sheltered housing schemes**

- Service users and their carers are currently being consulted on alternative services available.
- There are sufficient vacancies at Tower House and Craven Vale currently to accommodate services users if they so wish.
- Services users would also be offered direct payments and support to find alternative day activities in their local area.
- In relation to staff, the aim would be to achieve a suitable redeployment opportunity for employees of the Council.
- The schemes are: Jasmine Court, Laburnham Grove and Elwyn Jones Court.

### **5.2 To set up a Day Options Team linked with the developments in the Adult Social Care Personalisation agenda.**

- The 'Day Options Team' would offer advice, guidance, signposting and act as "brokers" to maximise and develop

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<sup>2</sup> This does not include two centres for people with mental health needs: Ireland Lodge and Wayfield Avenue

sustainable support and a broad range of activities and opportunities for older people.

- The team would develop over a period of time
- The development of such a team would enable more of a customer based approach to day services.

### **5.3 To develop a reabling function in day services**

- To build on expertise in Adult Social Care to actively develop a reablement approach in day services.

### **5.4 To undertake a formal review of the contracts for day services with Somerset Day Centre and St John's Day Centre in the light of the Personalisation agenda**

### **5.5 To develop a future model for day services for older people across the city**

- To work with stakeholders to consider how day services across the city will be delivered in the future.

## **6 CONSULTATION**

6.1 Consultation took place for the Value for Money Review of Day Services in 2008.

6.2 Further changes to services will require a full consultation with services users, carers, staff, and other stakeholders. User and carer involvement will help to redesign services for the future.

## **7 FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

7.1 All services in Adult Social Care have an efficiency saving for 2009/10.

### Legal Implications:

7.2

### Equalities Implications:

- 7.3 An initial Rapid Equalities Impact Assessment was undertaken as part of the VFM review. A full assessment council wide should be carried as part of the modernisation of services.

Sustainability Implications:

- 7.4 Any developments in Day Services should consider opportunities for reducing energy consumption. Improving efficiency in transport should reduce overall journey numbers and distance travelled.

Crime & Disorder Implications:

- 7.5 None

Risk and Opportunity Management Implications:

- 7.6 A risk workshop on the new model for day services will be conducted as part of the implementation process.

Corporate / Citywide Implications

- 7.7 The development of day services for older people is part of the wider Personalisation programme for Adult Social Care.

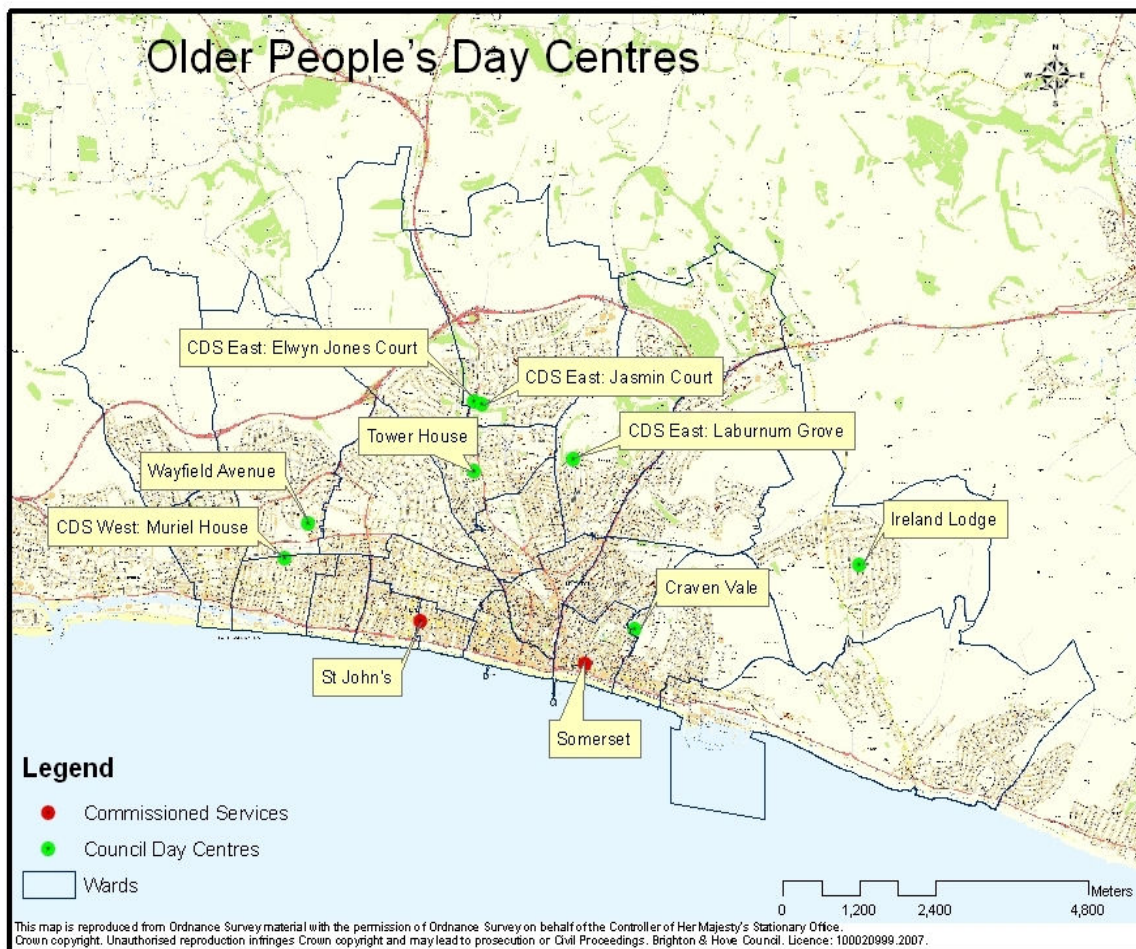
## **SUPPORTING DOCUMENTATION**

- **Appendix 1:** Map of Day services provision
- **Appendix 2:** VFM review: Vision for day services for older people

### **Background Documents**

1. Value for Money Review of Day Services for Older People ( Cabinet Member Meeting, 13<sup>th</sup> September 2008.)

### **Appendix 1: Map of Day services provision**



## Appendix 2: VFM review: Vision for Day Services for Older People



**Future Vision for Older People's Day Services in Brighton & Hove**

