



**ANGUS HEALTH AND SOCIAL CARE**

**INTEGRATION JOINT BOARD – 23 AUGUST 2023**

**DAY CARE REPORT**

**REPORT BY GAIL SMITH, CHIEF OFFICER**

**ABSTRACT**

The purpose of this report is to provide the Integration Joint Board (IJB) with an overview of the Day Care Services Review and to seek approval of a number of recommendations.

**1. RECOMMENDATIONS**

It is recommended that the Integration Joint Board: -

- (i) Acknowledge the update on the work undertaken in relation to the Day Care Services review;
- (ii) Agrees that a commissioning framework for Day Care Services is developed during the period of the Strategic Commissioning Plan 2023-2026 to enable an operating model that continues to meet need and is affordable and sustainable.
- (iii) Agrees to widen the development of the commissioning framework to include all other community day services across Angus Health and Social Care Partnership; and
- (iv) Agrees to maintain the current levels of funding for each Day Care provider whilst reducing the number of places being commissioned to allow the providers to increase the number of self-funding places and to build a sustainable business model during the period of the current contractual framework.

**2. BACKGROUND**

The purpose of this report is to provide an update to the Angus IJB on work undertaken in relation to the Day Care Service review. There are four independent Day Care centres in the north of Angus. There is also one Local Authority provision in the south. There are a total of 459 day care places per day across Angus. All centres are open Monday-Friday with the internal provision also open on a Saturday. There is no buildings-based Day Care provision in Arbroath. There is adequate, alternative community support provision in place throughout Angus.

The Strategic Commissioning Plan calls for healthcare to extend beyond the traditional setting of hospitals and reach more effectively into community provision. Community services provision including Day Care provision is an integral part of the overall care provision in Angus as it helps support people to live at home longer.

A need to review current buildings based Day Care Services within Angus was identified and resulted in two previous services reviews which due to a number of reasons did not result in recommendations and placed unnecessary strain on our private providers. The current contract and service specification has not been reviewed since its implementation in the year 2000 and is not outcome focused.

The current review commenced in November 2021 and at that time a project initiation document was drafted and agreed with Day Care providers and other key stakeholders which set out the aims of the review. The timeframe for completing the review was extended and our objectives changed in recognition of the lack of demand post Covid for Day Care places.

It is acknowledged that the review scope was limited as it did not include community based Day Care Services or a review of the current financial arrangements for day services.

### **3. CURRENT POSITION**

As per report IJB 5/23 a Day Care Review Group has completed several workstream areas to inform the future model of affordable and sustainable Day Care provision in Angus. Meetings have been held with providers to discuss the current service and how to move forward to a more affordable and sustainable model of day service provision which offers choice to service users, and which meets their needs. This review focused on building strong, positive working relationships with providers.

This review was extended to allow time for post-pandemic recovery in order to assess if the uptake in Day Care would recover. Data has evidenced that the numbers of service users attending buildings-based Day Care in Angus has not recovered to pre-pandemic levels. Throughout the review process it was identified that the current model of Day Care provision may not be sustainable in the future due to changes in the market which are showing that individuals who may have previously attended Day Care are now finding alternative provision within the community to meet their needs and is more cost effective.

With service users living in the community for longer there is a demand for community support for individuals with a wide range of needs. It became evident during the review that there was a change in terms of the complexities of need for people attending Day Care. These individuals often require more intensive support within Day Care which means that Day Care providers are unable to accommodate the same number of Day Care places as there were previously without the need to increase staffing levels. Within the current business model Day Care providers offer both AHSCP commissioned places and self-funded places. To support this change, it is necessary for Day Care providers to ensure the future sustainability of their services by seeking increased numbers of self-funders at a more competitive rate.

During the course of this review there has been a strong focus on working with Day Care providers to support their development and sustainability including discussions around commissioning models. Working in partnership with providers we have commissioned a piece of work to develop a video which provides a platform to promote and showcases their services alongside marketing advice and guidance.

### **4. ENGAGEMENT**

As part of a previous service review feedback was sought from service users which were generally positive. A period of consultation has taken place during this review to seek views of staff on the provision and from potential service users. A suite of consultation materials was developed to support the consultation programme. This report details the results of that consultation and makes recommendations informed by these results.

There were 49 responses from service user who are currently or have used day care services and 20 AHSCP staff responses to the consultation.

There were several key themes from the feedback received from potential service users:

- 33% of respondents advised there are barriers for people attending Day Care due to concerns around transport to and from the centres. Those travelling from out with the pick-up boundary of the centre may have to pay travel costs.
- 31% of respondents advised the cost of attending Day Care is too expensive. 18% of respondents felt that the activities on offer at Day Care were not to their liking.
- 16% of respondents felt that the furnishings and facilities on offer were not appealing.

There were also several key themes from the feedback received from AHSCP staff: -

- 70% of respondents had received feedback from service users about the great service they had received at Day Care.
- 55% of respondents stated they would refer to other community day services before considering the traditional Day Care model.
- 45% of respondents advised their service users had stopped attending Day Care as the service did not meet their needs or they did not like the service.
- 30% of respondents raised that the cost of Day Care is prohibitive to service users.

## **5. PROPOSALS**

Several key themes were identified as areas for improvement during this review. The shift in the market of those attending Day Care has resulted in high numbers of vacancies within most Day Care centres. It is also recognised that there are barriers which prevent some service users from attending Day Care such as cost. In recognition of the changes in the market and the increase in alternative community based day services on offer within Angus, it is therefore necessary for day centres to work on building a more sustainable and financially viable model for the future.

This report seeks approval to continue with the current levels of funding for each Day Care provider with a view to developing a commissioning strategy during the period of 2023-2026 to align with the Strategic Commissioning Plan.

The recommendation is to maintain the current levels of funding for each Day Care provider whilst reducing the number of places being commissioned. This will allow Day Care providers to make improvements to the current service provision, and to consolidate the marketing advice and guidance provided to attract self-funders to provide a more sustainable and competitive model for the future.

Approving these recommendations demonstrates our support to our Day Care providers to make improvements. In turn this will better meet the needs of our service users whilst supporting Day Care providers to remain operational in the local community. This will provide a clear timeframe where we will develop a commissioning strategy for day services to ensure they offer best value and meet the needs of service users.

Consideration is also to be given to the recommendation to widen the development of the commissioning strategy to include all other community day services and not just for older people and to complement existing IJB programmes. This would ensure the people of Angus are given choice to meet their needs when seeking day services.

## **6. FINANCIAL IMPLICATIONS**

The current cost of commissioning the four external Day Care centres is £855K in financial year 2023/24 which supports 375 Day Care sessions per week.

The resources associated with Kinloch Day Service in Carnoustie, managed by Angus HSCP, are c£200k per annum (84 sessions per week) with some of those costs shared with the wider Kinloch Care Centre.

Table 1 below shows the changes in demand for Day Care sessions from pre-Covid, post-Covid and now to date.

Table 1\*

	Number of commissioned sessions per week 2023-24**	Number of commissioned sessions used per week		
		w/c 22.04.19	w/c 25.04.22	w/c 24.04.23
<b>Brechin</b>	70	65	40	49
<b>Forfar</b>	100	88	51	72
<b>Kirriemuir</b>	100	86	41	47
<b>Montrose</b>	105	105	68	87
<b>Total (External Day Care)</b>	<b>375</b>	<b>344</b>	<b>200</b>	<b>255</b>
<b>Kinloch</b>	84	66	24	30
<b>Overall total</b>	<b>459</b>	<b>410</b>	<b>224</b>	<b>285</b>

Note there is a slight variation between AHSCP figures and the providers figures.

\*Data source – weekly planned service provision report.

\*\* This data is for 2023-24, note commissioned sessions were varied annually.

This data shows that demand for Day Care has not recovered to pre-Covid levels. These figures show a significant decrease in service by a quarter in sessions used between April 2019 and April 2023.

## 7. RISK

Risk Description	Day Care Services Review
Risk Category	Quality of Care, Political, Financial
Inherent Risk Level	Likelihood 3 x Impact 3 = Risk Scoring 9
Mitigating Actions	Continuing to fund Day Care providers at the current rate.
Residual Risk Level	Likelihood 2 x Impact 2 = Risk Scoring 4 (Medium Risk Level)
Planned Risk Level	Likelihood 2 x Impact 2 = Risk Scoring 4 (which is a Medium Risk Level)
Approval recommendation	Given the medium level of planned risk, this risk is deemed to be manageable.

## 8. EQUALITY IMPACT ASSESSMENT

An Equality Impact Assessment is required, see Appendix 1

## 9. DIRECTIONS

The Integration Joint Board requires a mechanism to action its Strategic Commissioning Plans and this is provided for in Section 26 to 28 of the Public Bodies (Joint Working) (Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Angus Council and NHS Tayside.

Direction Required to Angus Council, NHS Tayside or Both	Direction to:	
	No Direction Required	X
	Angus Council	
	NHS Tayside	
	Angus Council and NHS Tayside	

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**List of Appendices:**

Appendix 1 - Equality Impact Assessment