



AGENDA ITEM NO 6

REPORT NO IJB 14/24

ANGUS INTEGRATION JOINT BOARD

24 APRIL 2024

DAY CARE REVIEW ENGAGEMENT PROGRESS UPDATE REPORT

REPORT BY JILLIAN GALLOWAY, CHIEF OFFICER

1. ABSTRACT

The purpose of this report is to provide an update to the Integration Joint Board (IJB) on the progress with the engagement for the Day Care Review and provide the further information as requested at the IJB on 23rd August 2023.

2. ALIGNMENT TO THE STRATEGIC PLAN

This report contributes to the following strategic priorities in the Angus IJB Strategic Commissioning Plan: -

- Prevention and proactive care
- Care closer to home
- Equity of Access and Public Protection

The report also contributes to priorities identified within the Angus Carers Strategy, in particular life balance.

3. RECOMMENDATIONS

It is recommended that the IJB: -

- (i) Acknowledge and support the work undertaken in the engagement process;
- (ii) Scrutinise the data gathered during the engagement process;
- (iii) Support change of language from Day Care to Day Opportunities;
- (iv) Acknowledge and support further engagement work as the Day Opportunities Strategic Framework develops, and
- (v) Agrees the Day Opportunities Strategic Framework to come back in October 2024 for approval.

4. BACKGROUND

On 23 August 2023 (Report IJB 59/23) the IJB agreed;

- (i) that a commissioning framework for Day Care Services be developed during the period of the Strategic Commissioning Plan 2023-2026 to enable an operating model that continued to meet need and was affordable and sustainable;
- (ii) to widen the development of the commissioning framework to include all other community day services across Angus Health and Social Care Partnership (AHSCP); and

- (iii) 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.

It was noted within the report 59/23 that the AHSCP would continue to work collaboratively with Day Care Centre staff, service users and carers.

The purpose of this report is to provide an update to the Angus IJB on the engagement work undertaken with Day Care Services and citizens of Angus which will inform the development of a Day Opportunities Strategic Framework. The Day Opportunities Strategic Framework will aim to provide a clear set of design principles and actions to support further development of day opportunities in Angus ensuring there is adequate accessible provision for those that need it. The framework will include case studies and infographic information around service users and carers needs, pathways, charging models and geographical considerations. The framework will include a variety of options for people using both building bases and community options. The framework will focus on the wider approach to promoting independence, rather than solely looking at a one-size fits all approach. This will mean reviewing the customer journey more holistically and not solely focusing on one set of services or contracts.

5. CURRENT POSITION

As agreed in report 59/23 Day Care providers funding continues to be maintained at current levels whilst reducing the number of places being commissioned to allow them to increase the number of self-funding places and to build a sustainable business model during the period of the current contractual framework.

Table 1 below shows the number of commissioned sessions per week 23/24 and the number of commissioned sessions used per week.

Table 1

	Number of commissioned sessions per week 2023-24	Weekly Attendances		Weekly Attendances		Weekly Attendances		
		24/04/23		02/10/23		26/02/24		
		*Planned	**Actual	*Planned	**Actual	*Planned	**Actual	***Private places
Brechin	70	50	49	50	43	46	33	10
Forfar	100	80	72	91	78	89	67	41
Kirriemuir	100	52	51	54	41	52	42	32
Montrose	105	98	87	95	84	78	75	8
Total (External Day Care)	375	280	259	290	246	265	217	91
Kinloch	84	32	30	39	31	47	43	NA
Overall (Including internal and external Day Care)	459	312	289	329	277	312	260	91

*Planned – this is the number of places that are booked.

** Actual – this is the number of places attended by service users

The data above evidences a difference in planned and actual attendance which averages at a 13% non-attendance rate which will be explored further.

*** This data has only been collected since 2024.

6. PROPOSALS

Day opportunities are services that help people's health and wellbeing and provide the opportunity to take part in various interests and activities, meet with friends, develop relationships, obtain new skills, and contribution to enabling people to remain in their community. They also provide respite support to carers so that they can pursue their own interests and take a break from their caring role. Day opportunities should be available for a range of individuals and groups offering bespoke models of care considering complexities of need.

As per Report IJB 59/23, the IJB approved the development of a commissioning framework for Day Care Services during the period of the Strategic Commissioning Plan 2023-2026. The results from the engagement will: -

- Inform the development of a Day Opportunities Strategic Framework and a Day Opportunities Commissioning Framework with a view to going to tender in 2024.
- Voluntary Action Angus will continue to work with Day Care Centres to provide support in building a sustainable business model.

7. FINANCIAL IMPLICATIONS

There are no financial implications for this report.

8. RISK MANAGEMENT

Risk Description	Day Opportunities
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.

9. PUBLIC HEALTH IMPLICATIONS

There are no direct public health implications arising from the recommendations of this report. Public Health Implications will be considered throughout the development of the Day Opportunities Strategic Framework.

10. CLIMATE SUSTAINABILITY IMPLICATIONS

There are no direct environmental implications arising from the recommendations of this report.

11. EQUALITY IMPACT ASSESSMENT, CHILDREN'S RIGHTS AND FAIRER SCOTLAND DUTY

A combined Equality Impact Assessment is being progressed and will be used to inform the Day Opportunities Strategic Framework and will be presented with the Framework in October 2024.

12. COMMUNICATION AND ENGAGEMENT (IF APPLICABLE)

Please see the Statement of Engagement in Appendix 1 for full details on engagement.

The key themes relating to Day Care centre usage identified through the data collection are: -

- Day Care give service users the opportunity to socialise;
- There is a high use of attendance at Day Care for carers respite;
- Service users and families/carers that currently attend Day Care are very satisfied with their Day Care centre;
- A variation in levels of need has been reported by Social Workers and Day Care providers which will be explored in more detail as part of the development of the Day Care Strategic Framework; and
- The majority of those attending Day Care do not require personal care.

13. DIRECTIONS

The IJB 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	

REPORT AUTHOR:

Eunice McLennan, Head of Community Health and Care Services
Lindsey Foreman, Service Leader (Accommodation and Home Care)

EMAIL DETAILS: tay.angushscp@nhs.scot

List of Appendices:

Appendix 1 – Statement of Engagement



ANGUS
Health & Social Care
Partnership

Day Opportunities

2024

Statement of Engagement

Purpose

This statement of engagement is a summary of the engagement activities which have been carried out to inform the development of the Day Opportunities Strategic Framework.

Methodology

1. Developing the Engagement Plan

Development of a suite of engagement materials began in November 2023. Materials for the engagement included online surveys, paper surveys, Easy-Read surveys, advertising poster, QR code, website page and self-written feedback posters. During development, comments were received from Day Care Centres, Voluntary Action Angus and Angus Carers Centre on the engagement materials which resulted in some amendments. Different methods of engagement were identified to meet the varying needs of stakeholders, including an Easy-Read version of the survey and in person, facilitated focus groups.

The engagement plan detailing dates, times, materials, and methods of engagement was then developed in collaboration with key stakeholder groups. The sessions were facilitated by Angus Health and Social Care Partnership (AHSCP) members of staff with the support of Voluntary Action Angus and Angus Carers Centre colleagues.

2. Implementing the Engagement Plan

The public engagement process commenced on 31 January 2024 until 8 March 2024 via online/paper surveys and in person focus groups in each locality area in Angus. An evening, online focus group was also held for the public to join. Paper and online posters were shared to advertise the surveys and focus groups.

In person focus groups were also held in each of the five Day Care Centres during January and February 2024. This allowed Staff, services users, carers and families the opportunity to express their views on current and future service provision via surveys and self-written feedback posters.

AHSCP and NHS Staff in person focus groups were also held in both Forfar and Arbroath as well as a staff online survey.

The poster to advertise the survey and in person focus groups was shared widely across Angus via:

- Social media
- A webpage on the AHSCP website

- Locality improvement groups
- Angus Council and AHSCP communication teams
- Community Councils
- Community groups (including Voluntary Action Angus, Angus Carers Centres and Meeting Centres)
- Displayed at the Day Care Centres and Venues of the public focus group sessions.

Angus Carers Centre and Voluntary Action Angus have played vital roles throughout the engagement process. Angus Carers Centre have supported many families and carers throughout the process at focus groups held in each of the Day Care Centres whilst also undertaking engagement work in many of their own group settings.

Table 1 below provides details on the number of responses and attendees:

Table 1

STAKEHOLDER	TYPE	RESPONSES	ATTENDEES
General Public	Online survey	164	
General Public	In person focus groups x 4		Voluntary Action Angus – 0 Angus Carers Centre – 12 Carnoustie Library – 2 Montrose Playhouse – 9
General Public	Online focus group		1
AHSCP, NHS and Voluntary sector Staff	Online survey	31	
AHSCP and NHS Staff	In person focus group x 2		8
AHSCP Staff Service User Support Needs	Online survey	114	
Day Care Centre Managers Service User Support Needs	Online Survey	165	
Day Care Centres (Staff, Families/Cares, Service Users)	Paper survey and discussion via in person focus groups.	117 - Easy read surveys from Service Users 39 – surveys from Families/Carers	Deirdre Knight Centre x 2 sessions - 40 Service Users; 7 Carers/family The Dalhousie Centre x 2 sessions- 12 Service Users; 5 Carers/family

			<p>Kirriemuir Day Care - 11 Service Users; 12 Carers/family</p> <p>The Adam Centre - 45 Service Users; 10 Carers/family</p> <p>Kinloch Day Care - 9 Service Users; 4 Carers/family</p>
--	--	--	--

3. Results

A number of key themes were identified from the collated engagement feedback submitted by each of the stakeholder groups.

General Public Survey:

What is important for the future?

- A nice, warm, welcoming space – (98%)
- Caring and competent staff – (97%)
- A choice of activities – (97%)
- Day Opportunities to be in a building for example a day centre with a choice of activities and food and drinks available – (95%)

There were over 400 free-text, very detailed and honest comments throughout the surveys. The three main themes included:

- Day Opportunities provide socialisation, reduce isolation, and encourage independence.
- Day Opportunities provide joy, stimulation, activities, and shared experiences.
- Day Opportunities offer Carer respite and reduce worry for Carers.

General Public in person focus groups:

What is important for future day opportunities?:

- Socialisation.

- Provision in each locality.

Current Barriers include:

- Affordability.
- Lack of provision and variety in each locality.

Day Care Centre Service Users:

- 99% of Service Users said that they get to socialise at Day Care
- There were over 300 free text comments throughout the surveys and feedback was 100% positive from Service Users for their current Day Care provision.

The three main themes from Service Users included

- Happy as is.
- Day Care's should stay open.
- Caring and supportive Staff.

Day Care Centre Staff:

What do you see Day Care providing in five years?:

- Allowing people to stay at home longer and giving Carer respite.
- Providing social stimulation and interaction.
- Expanding and integrating with the local community.

Benefits of Day Care include:

- Socialisation.
- Person-centred care.

Day Care Centre Families/Carers of current Service Users:

What is important for the future? –

- A nice, warm, welcoming space – (100%)
- Caring and competent staff – (100%)
- A day opportunity where you can feel safe – (97%)

- Day Opportunities to be in a building for example a day centre with a choice of activities and food and drinks available – (97%)

There were over 100 free-text, very detailed and honest comments throughout the surveys. Feedback was extremely positive and supportive for current Day Care provision. The three main themes included:

- Day Care provides a very high quality of service and care.
- Day Care provides socialisation, reduces isolation and encourages independence.
- Day Care offers Carer respite.

AHSCP, NHS and Voluntary Sector Staff:

Why do you refer to Day Care?:

- Carer respite.
- Socialisation.

What is important to you when referring to day opportunities?:

- An environment to feel safe in - (84%)
- Providing support to Carers - (81%)
- Nice warm welcoming space - (77%)

AHSCP Staff Service User Support Needs Survey:

- 80% of service users require no or minimum assistance with personal care (toileting).
- 2% of service users require assistance with personal care (bathing/showering).
- 83% of service users require no or minimum assistance with personal care (medication).
- Over 50% of service users are independent with food/fluid intake and participating in activities and do not require 1-1 Staffing.

Day Care Centre Manager Service User Support Needs Survey:

- 68% of service users require no or minimum assistance with personal care (toileting).

- 2% of service users require assistance with personal care (bathing/showering).
- 85% of service users require no or minimum assistance with personal care (medication).
- Over 50% of service users are independent with food/fluid intake and participating in activities and do not require 1-1 Staffing.

4. Application of the Results

The qualitative and quantitative data collated has provided a wide range of insights and will continue to be analysed to inform the development of the Day Opportunities Strategic Framework.

Next Steps/Approval

The results from the engagement will inform the development of a Day Opportunities Strategic Framework by October 2024.