## Title of Report: Dementia Support Service

### Purpose of Report:
To outline the Dementia Support Service, the benefits it will have for clients, carers, and the broader Oxfordshire health and social care system, and the way it will work alongside other services.

### Impact on users and carers:
Required services and improvements aim to support and improve the quality of life for people with dementia and their carers.

### Action Required:
Approve the proposal

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- Julie Anderson, Clinical Lead, OCCG
Purpose
1. This paper outlines the Dementia Support Service, the benefits it will have for clients, carers, and the broader Oxfordshire health and social care system, and the way it will work alongside other services.

2. It seeks Joint Management Group approval for the Dementia Support Service funding.

Provision
3. There are approximately 5000 people with dementia in Oxfordshire, of whom 60% are in care homes. The Dementia Support Service will work with the 40% of people who are not in care homes and will therefore provide 2,000 people with dementia, and their carers, with information, advice, and support to enable them to live well with dementia.

4. Everyone referred to the service will receive an initial assessment that will explore client needs, strengths, and areas of concern in order to develop a fuller picture of the situation for both the client and the carer.

5. The service will provide goal setting and support planning, in consultation and agreement with the service user, their carer(s) and other professionals as required. This will be supported by monitoring and review of service users’ progress towards and achievement of their personalised goals.

6. The dementia support service will support and enable access to other services that are identified that may help the client. This may include for example:

   - **Local services** such as Oxfordshire Advocacy; Community information Network, Day Centres; and Oxfordshire befriending services
   - **Carers Services** such as Carers Oxfordshire providing training for Carers, and Assessments and access to Emergency Carers Services
   - **NHS and Social Services** such as locality teams and memory assessment clinics (through GPs)

7. The service will also provide of on-going individualised support according to persons’ requirements and needs. This will be flexible around the needs of the person, and typically this support will include:

   - support planning and advice and information on accessing help with personal finances and self-directed support arrangements;
   - specialist support for people in particular clinical groups - such as people with early onset dementia, and people with learning disabilities who develop dementia
   - post diagnostic support to carers and individuals diagnosed with dementia, including accessing mental health services to cope with the diagnosis.
   - support with access to flexible activities, focused on mainstream services and activities that build upon people’s hobbies, interests and preferences.
• carers support, to help people plan for the future.

8. Alongside individual support the service will also provide a general telephone information service providing information and advice about dementia and co-ordination and provision of specialist dementia training to carers.

Benefits
9. Clients and carers will experience a number of key benefits, including the greater assurance of a named worker following diagnosis, support to set goals and understand the progress of dementia from a skilled and experienced worker. A single service, and a single person as a contact through the journey of dementia will provide a clear contract who will help people navigate the experience of dementia, and the health and social care system that provides support.

10. Primary care and social care services will benefit from a single point of access who can support people with dementia and their families. This service will also be well known to their GP and be able to provide additional reassurance and support, especially during a crisis. In addition the service will be integrated with health and social care provision, thereby reducing the transfers between services and moving closer to a seamless experience for clients.

11. The wider social and health care system including hospitals will also benefit from the assurance that there is a single county wide team that can respond to the social care needs of people with a diagnosis of dementia in the community.

12. It is anticipated that the service will support speedy discharge when people are inappropriately admitted, enabling reduced lengths of stay, and an overall reduction in delayed transfers of care (DTOC).

Social Care Impact Assessment
13. The Dementia Support Service replaces and extends a number of existing services in Oxfordshire. These services are listed below, together with estimates of the number of people supported by these services, although it should be noted that these numbers are not comparable because of the different methods used to calculate them. People are also accessing multiple services and so the numbers cannot be summed.

<table>
<thead>
<tr>
<th>Service</th>
<th>Provider</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dementia Information Line</td>
<td>Age UK Oxfordshire</td>
<td>Telephone support, Information and advice for anyone with dementia, their friends, family, carers and professionals <strong>approx</strong> 1,000 calls pa</td>
</tr>
<tr>
<td>Dementia advisor</td>
<td>Age UK Oxfordshire</td>
<td>Dementia advisor to support carers of and people who have dementia <strong>approx</strong> nos. supported pa:500 Carers and 500 people with dementia</td>
</tr>
<tr>
<td>Flexible Care</td>
<td>Age UK Oxfordshire</td>
<td>Befriending service predominantly for people with dementia or significant levels of mental health, for up to six months from referral. A Flexible Care worker spends 1 hour a week or 2 hours a</td>
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</tbody>
</table>
fortnight with the Service User either in their own home or taking them out depending on their wishes, and supports them to engage with other services in the community. **approx.** 500 people pa

| Support for younger adults with dementia and their carers | Young Dementia UK | Support for people with young onset dementia and their families. Individual and group support including a monthly café. **approx.** 300 carers and 300 younger people with dementia pa

| Dementia Advisor/Dementia Support Workers | Alzheimer’s Society | Offering one to one support and facilitation of various support groups (singing for the brain, memory cafes and carers support groups) for carers on their own or with person with dementia. Also funds dementia advisor based in memory clinic at the JR. **approx.** 1,700 Carers and 1,200 people with dementia pa

| Dementia Advisors | Oxfordshire County Council | Dementia Advisors providing information advice and signposting to carers and people with dementia throughout the county **approx.** 650 involvements per year currently across 460 cases

| Providing training to carers of people with dementia | DESK service | Providing training to carers of people with dementia in a three day focused course open to all carers **approx.** 100 pa

### 14. A Social Care Impact Assessment has been carried out to assess the impact of this implementation. This identified that the impact on individuals and communities is expected to be positive.

#### The impact on clients and carers

### 15. The new Dementia Support Service will provide a standardised approach to post-diagnostic support with increased provision and scope. Within this context no risks to individuals and communities have been identified. It is expected that diagnostic rates will increase with the increased support that will be available; communities will be supported and engaged to become dementia friendly.

### 16. As soon as the new provider is appointed work will be carried out with existing providers to ensure that clients are provided with an individual transition plan, and appropriate referral to the new service.

### 17. The flexible care service provides to a slightly broader group than just people with dementia. Approximately 20% of the people using the service have other mental health problems. As length of stay in the service is limited to six month no individual will lose an offered service, as the provider will no longer accept non dementia referrals. We are confident that existing services within Oxfordshire can meet the needs of this group and will work with referrers (primarily Oxford Health Older Adult Community Mental Health Teams) and the provider to ensure people are passed to the appropriate place.
The Impact on staff

18. Currently Oxfordshire County Council, Age UK, Alzheimer's Society and Young Dementia UK employ support staff; including dementia advisors will be impacted. A formal consultation with staff will begin once the business case for this proposal has been signed off. TUPE is likely to apply. Each employer will be expected to work closely with the current Dementia Advisors throughout the process to keep them informed and updated. This consultation will give them the opportunity to contribute to this work.

The impact on providers

19. Providers who no longer deliver Dementia Advisor and support service may experience impact on their finances. Oxfordshire County Council and Oxfordshire Clinical Commissioning Group will continue to work with and support these providers in their provision of other dementia and non-dementia services.

Affordability

20. We intend to invest £592,000 a year for the three years 15/16, 16/17, 17/18 from the older people’s pool. This is made up of £162,000 from Oxfordshire Clinical Commissioning Group contribution and £430,000 from Oxfordshire County Council contribution. This is an overall increase in funding for this support.

21. The service is expected to have a positive impact on the overall cost of service to people with dementia. Providing focused support at the post diagnosis stage and targeted support to live at home will enable people to live longer in the community with a better quality of life. This will reduce costs overall, especially in relation to the provision of care home support, whilst increasing the quality of life of people with dementia and their carers.

Implementation and Timetable

22. A workshop was held with all key stakeholders/providers on 27/1/15 where the outcomes and functions of the new dementia support service were agreed. At the time of the consultations a very strong ambition made clear by all service providers was a will to reduce duplication and unnecessary handovers.

23. The procurement panel will include carers and service users to ensure we have through engagement with all who will be most involved. We will also include clinical and professional representation form the OCCG and OCC provider services including GPs.

24. The planning stages of commissioning and procurement are set out below.
<table>
<thead>
<tr>
<th>Stage</th>
<th>Details</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stage 1</strong></td>
<td><strong>Commissioning phase</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PID developed and finance approval</td>
<td>28/1/15</td>
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<tr>
<td></td>
<td>Model developed and agreed with stakeholders</td>
<td>18/2/15</td>
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<tr>
<td></td>
<td>Procurement approach agreed</td>
<td>4/3/15</td>
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<tr>
<td></td>
<td>Final draft of the specification content approved</td>
<td>05/05/15</td>
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<tr>
<td></td>
<td>All final documents approved</td>
<td>19/05/15</td>
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<tr>
<td><strong>Stage 2</strong></td>
<td><strong>Procurement phase</strong></td>
<td></td>
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<tr>
<td></td>
<td>Opportunity advertised</td>
<td>5/6/15</td>
</tr>
<tr>
<td></td>
<td>Evaluation of bids, clarification, interviews, approval</td>
<td>21/7/15</td>
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<tr>
<td></td>
<td>Contract award</td>
<td>31/7/15</td>
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<tr>
<td></td>
<td>Standstill period</td>
<td>10/8/15</td>
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<tr>
<td><strong>Stage 3</strong></td>
<td><strong>Implementation Phase</strong></td>
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<tr>
<td></td>
<td>Implementation stage</td>
<td>11/8/15- 12/11/15</td>
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<tr>
<td></td>
<td>TUPE complete</td>
<td>30/9/15</td>
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<tr>
<td></td>
<td>Contract starts</td>
<td>12/11/15</td>
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**Recommendations**

25. It is recommended that the dementia support service is commissioned to replace the above outlined services from November 2015 to enable the delivery of standardised post diagnostic support for people with dementia.