



INTEGRATION JOINT BOARD

Date of Meeting	11 th June 2019
Report Title	Review of Commissioned Day Services
Report Number	HSCP.19.024
Lead Officer	Sandra Ross
Report Author Details	Name: Anne McKenzie Job Title: Lead Commissioner Email Address: anne.mckenzie@nhs.net
Consultation Checklist Completed	Yes
Directions Required	Yes
Appendices	a. Summary report – review of commissioned day services b. Distribution of Funding c. Direction to Aberdeen City Council

1. Purpose of the Report

- 1.1. The purpose of this report is to inform the Board of the outcome of the recent review of day services commissioned by the ACHSCP, to assure the Board of the strategic commissioning approach used to conduct this review and to ask the Board to direct the ACC to maintain the current funding arrangements for day services commissioned by the ACHSCP until March 31st 2020

2. Recommendations

- 2.1. It is recommended that the Integration Joint Board

- a) approves the recommendations made from the review of commissioned day services (section 3.6);



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- b) acknowledges the strategic commissioning approach used to conduct the review;
- c) approves the request to maintain the current funding arrangements for 2018/19;
- d) Makes the direction, as attached at Appendix C, and instructs the Chief Officer to issue the direction to Aberdeen City Council;
- e) note that a report on the strategic commissioning approach will be presented to the IJB in September 2019;
- f) note that a report on the future provision of day care services will be presented to the IJB in November 2019;

3. Summary of Key Information

3.1. The ACHSCP is currently drafting a strategic commissioning approach to be advocated for use during any review of commissioned services. The approach requires us to explore the current model of delivery, the future context, including population growth, the strategic relevance in order to commission future service specification. The partnership has undertaken a review of commissioned day care services and this has offered an opportunity to test this approach by asking the following questions:

1. What outcomes are we trying to achieve, for how many and for whom?
2. What do we know about the demand now and for the next 5 years?
3. What does the data tell us?
4. How successful have we been in meeting people's outcomes with the current model?
5. Do we need to do something differently for a better result, what does the evidence tell us?
6. How do we provide any future service within the available funds or less?
7. Could technology increase our capacity to deliver?



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8. Who do we need to work with to deliver this?
9. What is the best way of procuring this?
10. What means will we use to monitor the success of the model?

3.2. Answers to these questions form the basis of the attached report. We will consolidate our learning and finalise our recommendations for this strategic commissioning approach and will present this to the IJB in September 2019.

3.3. A further recommendation within our strategic commissioning approach is to work in collaboration with providers, partnership services and services users to review and design services for the future. This review process adhered to this recommendation and to date has involved:

- Two workshops – the first purely for providers, and the second for providers and the wider health and care teams, with a focus on opportunities for early intervention and prevention.
- A series of consultation sessions at all day care services, seeking the opinion of service users.
- Gathering data on current usage of “day care” services and the purpose of provision.
- Consideration of the evidence base
- Strategic context – AHSCP strategic plan and associated strategies, in particular the carers strategy
- Consideration of other models of provision.

3.4. Key findings:

- The review highlighted that further work is required to understand the commissioning intent of the provision of day services within the City, and for any provision to be more aligned to the HSCP strategic plan. In particular, connecting people to their communities and improving their resilience, focussing on outcomes.
- There are opportunities for current providers to collaborate – to share resources, training with the potential to reduce costs, working together to access external funding.
- There is an need to modernise some functions through the use of technology, for example the collection of fees
- The current provision is heavily dependent upon access to transport.



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- Day care provision relies upon the use of volunteers and it is acknowledged that volunteering offers people an opportunity to overcome their own personal challenges. Some facilities do not attract the same volume of volunteers as others. Providers do not have a collective sense of the distribution of volunteers.
- There is currently very limited interaction with the local community and with the wider health and care teams. Working with these teams would offer better opportunity for ensuring early intervention and prevention, promoting resilience amongst those attending day services. There is a greater opportunity for local community benefits.
- Some providers feel constrained by the buildings within which they operate.
- Most services operate within traditional working hours 9am -4.30pm. Some offer flexibility within those times, but there is little evidence that this is designed with the service user and their carers in mind, rather that providers feel constrained other issues – for example building or transport availability.
- All providers are very engaged and are fully committed to the people that they provide services for and for improving their lives. There is good evidence from some that they work imaginatively to achieve personal outcomes.
- Most providers offer a range of activities. Some providers focus on the Care Inspectorates “Care about Physical Activity” programme.

3.5. Future recommendations: The Aberdeen City HSCP is now in a more informed position about its commissioned day services. However, further work is required to define and commission future requirements, based upon the needs of the population. It may be that in order to align this delivery to the aims of the strategic plan, and to have an outcomes-based approach, the future model will be very different from the current model. Any future consideration must incorporate the following themes:

- **Prevention** – positive health outcomes. Through a range of activity, focussing on early intervention and prevention.
- **Resilience** – people overcoming health and wellbeing challenges. Focussing on personal outcomes.
- **Personalisation** – right care, right time, and right place. Simple systems for accessing day activities using self-directed support when appropriate, flexible arrangements which reflect a person and their carers individual circumstances.



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- **Connections** – meaningful community connections and relationships – better inclusion and reduce social isolation. Keeping people connected to their community (place or interest) through choice.
- **Communities** - helping people stay well and connected to their community. Seamless connection between day activities and the community in which people live.

3.6. Our strategic commissioning approach advocates that we take the time to make sure that we commission appropriately. It is clear that further time is required to finalise the design and to procure services and potentially amend current service specifications. It is also essential to preserve market stability throughout this process. It is therefore recommended that funding is made available to current providers for continued provision until March 31st 2020. The total value of this funding equates to £361,869 and the distribution of this funding can be seen in Appendix B.

3.7. It is anticipated that the findings of this work will be delivered to the provider forum in June 2019 – to inform the market of our intent. We will then work with the public and provider services in a collaborative workshop format to further define and inform our design of commissioned day services and provide a further report to the IJB towards the end of the year. This process has potential to substantially change the way in which day care services are provided in future.

4. Implications for IJB

- 4.1. **Equalities** - this contract extension will allow people to access the services in the same way as they had done previously.
- 4.2. **Fairer Scotland Duty** – there are no implications.
- 4.3. **Financial** – The extension of the funding until March 31st 2020 will come from mainstream budget.
- 4.4. **Workforce** – no implications
- 4.5. **Legal** -There are no direct legal implications arising from the recommendations of this report.
- 4.6. Other - NA

5. Links to ACHSCP Strategic Plan



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- **Connections** – meaningful community connections and relationships – better inclusion and reduce social isolation. Keeping people connected to their community (place or interest) through choice.
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6. Management of Risk

6.1. **Identified risks(s):** There are no risks associated with this report

6.2. **Link to risks on strategic or operational risk register:** Strategic Risk Register Number 1


Description of Risk: There is a risk that there is insufficient capacity in the market (or appropriate infrastructure in-house) to fulfil the IJB's duties as outlined in the integration scheme. This includes commissioned services and general medical services.

6.3. **How might the content of this report impact or mitigate these risks:** the recommendation included within the report requests assurance for providers of funding until March 31st 2020. Our opportunity to clearly describe our requirement for commissioned services during the daytime will afford us the opportunity to inform the market and commission appropriately.

Approvals	
	Sandra Ross (Chief Officer)



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	Alex Stephen (Chief Finance Officer)
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