


REPORT TO CABINET

14 October 2020

Subject:	New Pre-and Post Dementia Diagnosis Support Service
Presenting Cabinet Member:	Cabinet Member for Living Healthy Lives Councillor Farut Shaeen
Director:	Director – Prevention and Protection Neil Cox
Contribution towards Vision 2030:	
Key Decision:	Yes
Cabinet Member Approval and Date:	Cabinet Member for Living Healthy Lives Cllr Farut Shaeen
Director Approval:	Neil Cox Director of Prevention and Protection
Reason for Urgency:	Urgency provisions do not apply
Exempt Information Ref:	Exemption provisions do not apply
Ward Councillor (s) Consulted (if applicable):	Not applicable as this proposal is for a Borough-wide service that will offer a range of options to support individuals with suspected or confirmed dementia and their families.
Scrutiny Consultation Considered?	Not applicable.
Contact Officer(s):	Christine Guest, Service Manager, Commissioning & Integration christine_anne_guest@sandwell.gov.uk

DECISION RECOMMENDATIONS

That Cabinet:

1. Approves an investment of £376,000 per annum from the Better Care Fund in a two-year Community Dementia Support Service for Sandwell commencing on 1st April 2021, with an option to extend for a further year to 31st March 2024.
2. Authorises the Director – Prevention and Protection to undertake a competitive procurement exercise and award a contract to the successful tenderer for a pre-and post dementia diagnosis support service.
3. Approve an exemption to rule 8.7 of Procurement and Contract Procedure Rules 2018-19, or subsequent amendment, to allow the Director of Prevention and Protection to award contracts to the successful tenderer in the event that the required minimum number of tenders are not received.
4. Authorise the Director - Law and Governance and Monitoring Officer, or their designated representative, execute any documents necessary to give effect to the proposals for the provision of a Community Dementia Support Service.
5. Authorise the Director of Prevention and Protection to work jointly with partners in the NHS, Adult Social Services and the Voluntary, Community and Third Sectors to implement the service which will be overseen by the Sandwell Joint Partnership Board.

1 PURPOSE OF THE REPORT

1.1 The purpose of this report is:

- i. To inform Cabinet of the need to commission and procure a pre and post dementia diagnosis support service.
- ii. To inform Cabinet of the costs of procuring the service which will be funded by the Sandwell Better Care Fund.
- iii. To seek Cabinet approval to procure the service.

2 IMPLICATION FOR VISION 2030

2.1 The recommendations associated with this report will positively contribute to the following ambitions set out within the Council's Vision 2030:

Ambition 2 - "Sandwell is a place where we live healthy lives and live them for longer, and where those of us who are vulnerable feel respected and cared for".

Ambition 5 – "Our communities are built on mutual respect and taking care of each other, supported by all the agencies that ensure we feel safe and protected in our homes and local neighbourhoods".

Ambition 10 – "Sandwell now has a national reputation for getting things done, where all local partners are focused on what really matters in people's lives and communities".

Community dementia services play a vital role in supporting vulnerable people with dementia and their families to live safely, independently and well at home, delaying the need to access formal health and care services. By developing partnerships across the NHS, social care and the voluntary and community sector, the new community dementia service will offer a collaborative, joined-up approach to supporting some of our most vulnerable citizens to lead full and healthy lives for as long as they are able to.

3 BACKGROUND AND MAIN CONSIDERATIONS

3.1 Dementia presents a significant and urgent challenge to health and social care both in terms of the number of people affected and the cost of care. It is also a major personal challenge to anyone experiencing symptoms of dementia and to families and carers of people living with dementia. The limited availability of local high quality pre and post-diagnosis support services increases the risk of vulnerable people entering crisis. In turn this results in poorer outcomes for people living with dementia and their families and increased costs across health and social care.

- 3.2 The evidence supports early diagnosis and intervention as a means of improving quality of life and delaying or avoiding admission to hospital or care homes¹. The benefits of this approach set out in the National Dementia Strategy 2009² include:
- Reduction in care home placements of up to 28% by providing carer support and counselling at diagnosis.
 - Reduction in hospital admissions.
 - Improvement in the quality of life for people with dementia following early diagnosis and intervention, enabling them to feel confident to live well in their own communities.
 - Positive effects on the quality of life of family and carers following early diagnosis and intervention, enabling them to feel supported and to live independently at home.
- 3.3 In response to the national priority to improve support for people living with the effects of dementia, the Council's commitment to improving services for those living with the effects of dementia is set out in the "Better Lives" Joint Dementia Strategy 2019 – 2025, which was coproduced with NHS and Voluntary and Community Sector partners and launched in November 2019 following approval by the Health and Wellbeing Board.
- 3.4 There are currently three third sector organisations providing support to people living with the effects of dementia in Sandwell. These services predominantly deliver dementia navigation support and are well regarded by service users and their families. However, they were developed following successful pilot schemes in specific geographical areas which has resulted in an inequity in provision across the Borough.
- 3.5 The limited dementia community support services in Sandwell have historically been funded through the national lottery and Better Care Fund grants. In December 2019, the Joint Partnership Board agreed funding for two providers to deliver dementia support services until the end of September 2020. Due to the Covid-19 pandemic the Joint Partnership Board reviewed this decision and agreed to extend the funding until 31st March 2021. This will help to sustain key services during the procurement phase of the new service.

¹ https://www.clahrc-cp.nihr.ac.uk/wp-content/uploads/2012/10/RU_2-Screening-for-dementia-Final4Oct121.pdf

² <https://www.gov.uk/government/publications/living-well-with-dementia-a-national-dementia-strategy>

4. CURRENT POSITION

- 4.1 National research, including that undertaken by the Alzheimer's Society to inform the National Dementia Strategy, provides evidence that programmes of this type can reduce future cost pressures resulting from demographic growth of our ageing population. The evidence is also clear about the positive impact that community dementia support can have on people living with dementia and their families.
- 4.2 The Sandwell Joint Partnership Board has committed up to £376,000 of Better Care Fund grant per annum for investment in community dementia support and has agreed a three-year commissioning plan to deliver the Joint Dementia Strategy for 2019-25 and implement a Borough-wide service that will provide a range of support options for people living with dementia of mild to moderate complexity.
- 4.3 A business case and options appraisal were endorsed by the Joint Partnership Board in July 2020 (reproduced in Appendix 1) and it was agreed to proceed with a formal tender process for the new service during October 2020 subject to Cabinet approval.
- 4.4 Service Model
- 4.5 The new service will place people living with dementia and their families at the centre of their care, ensuring a personalised approach and a range of options are available to give people the support, advice and guidance that best meets their needs.
- 4.6 The new service will provide:
- Access seven days per week from 8am until 8pm initially.
 - A single point of access
 - Information, advice (including benefits advice) and referrals to other services, e.g. the New Community Offer
 - Care and Advanced Care Planning
 - Initial screening and safe and well at home checks on behalf of Primary Care
 - A regularly maintained and updated Sandwell Dementia Roadmap.
 - Appropriately tailored training for professionals and people with memory concerns and those living with the effects of dementia, including carers and families.

- 4.7 In addition to this the service will actively manage the increasing risk of hospital or care home admissions by deploying resources pro-actively to avoid crisis.
- 4.8 The service will be accessible to any eligible Sandwell resident as well as resident and non-resident carers of the users of the service.
- 4.9 Procurement approach and Covid-19 Flexibility
- 4.10 The recommendation to implement a preferred provider model is based on market intelligence, national best practice and bench-marking. This work was initially put on hold in March 2020 due to the Covid-19 pandemic. A review of the business case and intended procurement approach was undertaken during June and July 2020 to ensure that the service will be able to respond flexibly to meet additional demands resulting from the pandemic.
- 4.11 The preferred provider will be expected to enter into subcontracting arrangements with other providers within the Borough. This will help to ensure that services are delivered by local providers operating in each of the six towns, which will in turn ensure that services are aligned to the different and unique needs of the communities that they serve.
- 4.12 A contract of up to three years is proposed to provide a sufficient length of time to enable a service to become established and to allow commissioners to collect sufficient data to evidence the impact of the service on improving outcomes and reducing the use of more costly health and social care services.
- 4.13 Subject to Cabinet approval the opportunity will be advertised on 20th October 2020 in order to meet the timescale required for the new service to start on 1st April 2021.

5 CONSULTATION (CUSTOMERS AND OTHER STAKEHOLDERS)

- 5.1 The Better Care Fund Programme team carried out an extensive programme of engagement with a wide range of stakeholders during 2019 to support the development of the dementia strategy. Please see Appendix 2 for details.
- 5.2 A further engagement process will be implemented with key stakeholders, including those living with the effects of dementia as part of the commissioning process for this service. Consultation on the draft specification is planned for October 2020. The specification and planned delivery arrangements are kept under continuous review to ensure they reflect the most up to date national and local guidance on the Covid-19 pandemic.

6 ALTERNATIVE OPTIONS

- 6.1 An options appraisal was undertaken following a market analysis and benchmarking exercise. The options appraisal presented two slightly cheaper alternative delivery models to the Joint Partnership Board:
- 1) The first of these options was for a service with a more restricted access of five days per week between 9:00am and 5:00pm and no expenditure on training, the dementia handbook, or seed funding to support the development of dementia-friendly communities (all of which do form part of the preferred option).
 - 2) The second option proposed the same delivery model but with the addition of a telephone helpline support service at weekends during the winter months, the additional costs of which it was suggested would be paid for by removing the investment in dementia-friendly communities.

A 'do nothing' option was not considered as the service is essential to the implementation of the Sandwell Joint Dementia Strategy for 2019 – 2025 which was approved by the Health and Wellbeing Board in September 2019 (see Appendix 3).

The Joint Partnership Board decided that the unavoidable delay in commissioning dementia services during 2019/20 due to the Covid-19 pandemic created the financial capacity to fund the recommended option in full for up to three years without the need to compromise on access or investment in the service. For this reason, the options set out above are not being recommended.

7 STRATEGIC RESOURCE IMPLICATIONS

- 7.1 The new service will be fully funded from the Better Care Fund for three years from April 2021 to March 2024.
- 7.2 This funding is dependent upon the continued availability of Better Care Fund investment during this period. The risks associated with any changes to the level of funding available from the Better Care Fund is included and managed within the council's strategic risk register.
- 7.3 The cost of the service will be £376,000 per annum and £1,128,000 over the three-year period.

- 7.4 The council will need to comply with the Public Procurement Regulations (PPR) that require services exceeding the threshold of £663,540 set for 2020/21 to be advertised in the Official Journal of the European Union (OJEU). The proposed service exceeds that threshold so will come within the scope of the PPR.

8 LEGAL AND GOVERNANCE CONSIDERATIONS

- 8.1 The proposed Competitive Tender Process will comply fully with the Council's contract and procurement requirements.
- 8.2 The service will be funded from the Sandwell Better Care Fund. The proposed use of these funds to finance the new service is consistent with the national conditions for the use of BCF funding.

9 EQUALITY IMPACT ASSESSMENT

- 9.1 An Equality Impact Assessment screening exercise was undertaken for the new service and a full Equality Impact Assessment was not considered to be required on the basis that all delivery partners will need to demonstrate compliance with the Equalities Act 2010 before they are awarded funding to deliver services.
- 9.2 The new service is expected to have a positive impact on the local community and Lead Providers will be required by commissioners to ensure equal access to services for people and communities with protected characteristics.

10. DATA PROTECTION IMPACT ASSESSMENT

- 10.1 Data used, stored and transferred as part of the delivery of the new service will comply with all current data protection legislation, regulations and Council policies and procedures.

11. CRIME AND DISORDER AND RISK ASSESSMENT

- 11.1 The new service will build strong links with local communities, working effectively with the Police, Social Service, NHS and Voluntary and Community Sector organisations and will ensure that the Sandwell Safeguarding Adults Board priorities and practice standards are promoted and followed.

- 11.2 The Corporate Risk Management Strategy has been complied with throughout in identifying and assessing the significant risks associated with this proposal. An initial risk register has been produced with minimal project risks and no strategic risks identified.
- 11.3 If approved, the service will contribute to Sandwell's excellent national performance on reducing Delayed Transfers of Care (DTC). Risks will be monitored monthly by the Dementia Steering Group.

12. **SUSTAINABILITY OF PROPOSALS**

- 12.1 The costs for the new service will be financed from the Better Care Fund for three years from April 2021 to March 2024. However, this funding is dependent upon the continuation of the national Better Care Fund programme and associated funding.

13. **HEALTH AND WELLBEING IMPLICATIONS (INCLUDING SOCIAL VALUE)**

- 13.1 Benefits to service users and the community:

- Reduced social isolation and increased community connectedness
- Preventing or delaying the need for admission into hospital
- Supporting people to return home to live as independently as possible
- Flexible person-centered services enabling people to have choice and control while continuing to live full and active lives within their communities for longer
- Improved mental health and well-being
- Income maximisation
- Improved carer support
- Community cohesion
- Supporting community resilience
- Improved availability of mental health and well-being services

- 13.2 Benefits to the Council:

- Collaborative multi-agency partnership working
- Increasing the number of people supported to live well and independently at home within their community and reducing admissions into hospital and care homes
- Improved high quality, person centered support

14. **IMPACT ON ANY COUNCIL MANAGED PROPERTY OR LAND**

There are no implications for council managed property or land.

15. **CONCLUSIONS AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS**

- Nationally and locally there is a commitment to improving services for people living with the effects of dementia and the new service will meet these requirements
- The new service is designed to meet all national standards and best practice models
- The new service is an integrated model reducing the risks of people falling through any gaps in services
- The service will contribute to key NHS performance indicators for improving diagnostic rates, waiting times and earlier diagnosis
- Research set out within the National Dementia Strategy indicates a possible reduction of up to 28% in long term care home admissions
- Reduction in hospital admissions
- Person centred support resulting in improved health and wellbeing

16. **BACKGROUND PAPERS**

- a. Equalities Impact Assessment
- b. Risk Assessment

17. **APPENDICES:**

Appendix 1 – Dementia Business Case

Appendix 2 – Dementia Project Plan

Appendix 3 – Joint Dementia Strategy 2019-20