

Report to Cabinet

7 December 2022

Subject:	Re-Commissioning of the Pre-& Post Dementia Diagnostic Support Service
Cabinet Member:	Cabinet Member for Adults, Social Care & Health Cllr Suzanne Hartwell
Director:	Rashpal Bishop Director - Adult Social Care
Key Decision:	Yes
Contact Officer:	Maxine Groves Senior Commissioning Manager – Dementia Maxine_groves@sandwell.gov.uk

1 Recommendations

- 1.1 That the Director Adult Social Care be authorised to allocate a sum of £376k exclusive of VAT per annum of Better Care Fund (BCF) investment in a two plus one-year contract for a Pre-& Post Dementia Diagnostic Support Service for Sandwell and to award the contract to the successful tenderer.
- 1.2 That the Director Adult Social Care be authorised to award the Service Funding and contract following a competitive tender process to the successful organisation.
- 1.3 That the Director Adult Social Care be authorised to work jointly with partners to implement the agreed model which will be overseen by the Sandwell Joint Partnership Board.
- 1.4 That the Director of Law and Governance be authorised to execute any documents necessary to give effect to the proposals in recommendation



1.2 for the provision of a Pre- & Post Dementia Diagnostic Support Service and enter into a contract with the successful organisation.

1.5 That Cabinet approve variations to the Contract up to a maximum of 10% of the contract value, should they be necessitated, and that authority to approve such variations be delegated to the appropriate Chief Officer in consultation with the relevant Cabinet Member.

1.6 Approve an exemption to rule 8.8 (and any other applicable parts) of the Contract Procedure Rules July 2022 to allow the contract to be awarded to the successful tenderer in the event that the required minimum number of tenders are not received.

2 Reasons for Recommendations

2.1 The business case to deliver Sandwell “Better Lives Strategy 2019 – 2024” within the available budget was agreed by the Joint Partnership Board in July 2020 and authorised by Cabinet in October 2020. The strategy provided the mandate to commission a pre and post diagnostic support service based on a lead provider collaborative approach.

2.2 A formal tender process was undertaken from April 2021 resulting in a contract being awarded to Sandwell Crossroads in July 2021 with the service going live in August 2021. In December 2021 Sandwell Crossroads informed the Council of its intention to hand back the contract in December 2021, constituting a breach of that contract. In February 2022 Cabinet approved a direct award for a period of twelve months with a possible three month extension period.

2.3 A partnership of local dementia providers nominated a new lead provider Murray Hall pursuant to a due diligence process which enabled the Council to direct award a new contract for the service.


2.4 The service transferred to Murray Hall on 29th June 2022 and will terminate on 28 June 2023 or 28 September 2023 if the extension is required.

2.5 To ensure continuity of service and retention of a skilled workforce following the conclusion of this contract a formal competitive process needs to be undertaken.





- 2.6 The Sandwell community dementia support service and pathway is viewed as the national gold standard. The model has been evidenced in the Department of Health and Social Care's new 10-year dementia plan which is awaiting publication. The model was showcased at the Alzheimer's Society national conference in May 2022 and will be presented at the Kings Fund National Conference and the National Dementia Congress in November 2022.
- 2.7 To ensure continued access to this valued service for local people living with the effects of dementia and provide stability for the service it is recommended that contract length should be for two years with the option to extend for a further year.

3 How does this deliver objectives of the Corporate Plan?

	<p>People live well and age well</p> <p>“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.”</p> <p>The Service will continue to deliver the following benefits for adults in Sandwell by helping to: -</p> <ul style="list-style-type: none"> • Improve health, well-being and confidence, supporting people to live longer within their communities with a good quality of life. • Enable people to contribute more to local community life • Support people to maintaining their independence at home • Strengthen social networks • Reduce social isolation • Improve resilience for individuals and communities
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	<p>Strong resilient communities</p> <p>The Service will continue to work in partnership with the Council, NHS and voluntary and community sector partners to ensure that our most vulnerable citizens feel safe, protected and supported at home and in the community. Making best use of community assets</p>
	<p>A strong and inclusive economy</p> <p>“Sandwell has a national reputation for getting things done, where all local partners are focused on what really matters in people’s lives and communities.”</p> <p>The Service model and pathway has been held up nationally by NHSE as the gold standard for pre and post dementia diagnostic support.</p> <p>The Service will continue to enhance and improve the reputation of Sandwell as a regional and national leader in promoting the wellbeing and independence of its vulnerable citizens, helping people to have choice and control, live well and reduce the risk of crisis.</p>

4 Context and Key Issues

4.1 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 for health and social care.

4.2 The evidence supports early diagnosis and intervention as a means of improving quality of life and delaying or avoiding admission to hospital or



care homes.¹ 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 well in their own communities.

Commissioning Intentions

4.3 Evidence suggests that programmes of this type can reduce future cost pressures resulting from demographic growth of our ageing population. The evidence is very clear about the positive impact on individuals' well-being, enabling them to continue to live well within their local communities.

4.4

4.5 The tender time line and activity align with the necessary procurement processes and requirements, ensuring that the new service will go live in September 2023.

Service Model

4.6 The new service will be available for those with a memory concern as well as those living with the effects of dementia, including carers, and will provide:

- Access seven days per week from 8am possibly until 10pm [to be finalised prior to tender being published in October 2020]
- A single point of access
- Information, advice (including benefits advice) and signposting to other services, e.g. the new Community Offer
- Care and advanced care planning

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>



- Initial screening and safe and well at home checks on behalf of Primary Care
- A regularly maintained and updated Sandwell Dementia Roadmap.
- Appropriate training for people with memory concerns, and those living with the effects of dementia to meet identified needs. This will also include carers and professionals.

4.7 The referral pathways are inclusive to all with a Sandwell post code. This includes carers who may not have a Sandwell post code but care for a person who does.

Consultation

4.8 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. A variety of approaches to maximise reach were implemented, resulting in the strategy having a comprehensive delivery plan. Please see Appendix 1.

5 Alternative Options

5.1

6 Implications

<p>Resources:</p>	<p>The service will be fully funded from the Better Care Fund. However, this funding is dependent upon the continued availability of iBCF (improved BCF) funding grant or its future equivalent from the national Better Care Fund programme. This is a risk that has been identified in the Council's strategic risk register which is currently assessed as red. The annual cost will be £376K exclusive of VAT with a total cost for the service of £1,128,000 exclusive of VAT over the three-year period.</p> <p>Following the conclusion of Brexit, high-value notices from the UK are no longer advertised on the OJEU</p>
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	<p>and will instead be advertised on Contracts Finder and Find a Tender Service to ensure compliance with the Public Contract Regulations 2015.</p> <p>There are no implications for council managed property or land.</p>
<p>Legal and Governance:</p>	<p>The proposed Competitive Tender Process will comply fully with the Council's contract and procurement requirements.</p> <p>The service will be funded from the Sandwell Better Care Fund. The proposed use of these funds to finance the service is entirely consistent with the national conditions for the use of BCF and improved BCF (iBCF) funding.</p> <p>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.</p>
<p>Risk:</p>	<p>The new service will build strong links with the local communities, working effectively with the Police, NHS and Voluntary and Community Sector organisations, and will ensure that the Sandwell Safeguarding Adults Board priorities and practice standards are promoted and followed.</p> <p>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 no strategic risks identified and minimal project risks.</p> <p>If approved, the recommendations in this report will contribute to the mitigation of the directorate risk in respect of Delayed Transfers of Care (DTC) which is currently assessed as green (Performance with acceptable parameters) and was previously included</p>



	in the strategic risk register. The risk register will be monitored and refreshed on a quarterly basis.
Equality:	An Equality Impact Assessment screening exercise has been carried out 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. 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.
Health and Wellbeing:	<p>Benefits to service users and community:</p> <ul style="list-style-type: none"> • 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 • Increased carer support • Community cohesion • Supporting community resilience • Improved mental health and well-being services <p>Benefits to the Council:</p> <ul style="list-style-type: none"> • Collaborative multi-agency partnership working



	<ul style="list-style-type: none"> • 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
Social Value	<p>The service specification requires a collaboration of provider organisations to deliver services in each of Sandwell six towns.</p> <p>The service will provide employment opportunities and local volunteers will be recruited to support the service, including young people.</p> <p>The service will make best use of existing community assets.</p>

7. Appendices



Dementia

1. Engagement Report feedback_final 2019.p

8. Background Papers

See previous Cabinet reports of 14 October 2020 and 9 February 2022

