

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 10
12 NOVEMBER 2013	Public Report

Report of the Executive Director of Adult Social Care and Health and Wellbeing

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UPDATE ON THE DEVELOPMENT OF PETERBOROUGH CITY COUNCIL'S DEMENTIA STRATEGY INCLUDING THE COMMISSIONING OF A DEMENTIA RESOURCE CENTRE

1. PURPOSE

- 1.1 To update the Scrutiny Commission for Health Issues on the status of the draft dementia strategy, commissioning of a dementia resource centre and the work to develop Peterborough into a dementia friendly city.

2. RECOMMENDATIONS

- 2.1 For the Scrutiny Commission for Health Issues to note and comment on the contents of this report.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The development of a strategic approach to commissioning dementia services supports the delivery of the key outcome *Creating opportunities – tackling inequalities*, specifically in relation to improving health and supporting vulnerable people.
- 3.2 The commissioning of a resource centre also supports the key outcome to *Create strong and supportive communities* in terms of empowering local communities to support people with dementia and supporting people with dementia and their carers to engage in, and be part of, their local community.

4. BACKGROUND

- 4.1 In November 2012 Cabinet endorsed the decision to commission a dementia resource centre as part of the closure of Greenwood and Welland House care homes. A capital budget of £600,000 was identified to develop the resource centre along with an increase of £250,000 recurrent funding for community based dementia support. Taking the current total spend on dementia, including residential and nursing care, to over £5m annually.
- 4.2 In February 2013 the Scrutiny Commission for Health Issues was presented with an early draft of the dementia strategy that included a summary of plans to commission a dementia resource centre.
- 4.3 This report will update committee members on the status of the draft dementia strategy, the commissioning of a dementia resource centre including a revised implementation plan and also a summary of the work that has been taking place to make Peterborough into a dementia friendly city.

5. KEY ISSUES

5.1 Dementia Strategy

5.2 Following consultation with stakeholders the decision was taken to provide a “whole systems” approach to the strategic commissioning of dementia support in Peterborough, integrating health plans alongside social care. The strategy remains in draft format whilst the Council and Cambridgeshire and Peterborough Clinical Commissioning group finalise current and future investment levels over the next 5 years. Once this work is completed the draft document will be shared with the Scrutiny Commission for comment prior to approval and publication.

5.3 The key priorities of the draft strategy that are being implemented include;

1. Dementia support is easy to understand and navigate, people get the help they need at the right time

- Open a Dementia Resource Centre – A One Stop Shop for Dementia Support- providing access to diagnosis and stabilisation and 7 day a week day opportunities
- Develop a customer journey into health, social care and housing services that is easy to understand

2. Health and Social Care staff provide good support to people with dementia

- Develop minimum standards of dementia knowledge for staff
- Deliver training to providers including primary care and hospitals that is linked to the minimum standards

3. Carers have access to a range of support to improve their quality of life

- Dementia Resource Centre supports and signposts carers of people with dementia to help them sustain their caring responsibilities
- Work with Health partners to ensure carers of people with dementia have access to short break and respite support

4. People with dementia can access a range of good quality supported housing

- Monitor and understand the current and future housing needs of people with dementia and their carers
- Commission specialist respite and residential accommodation for those with complex needs

5. People from black and minority ethnic communities and those with complex needs get the support they need

- People from black and minority ethnic communities can access help and support that is culturally sensitive
- Work in partnership with Health and Housing to establish clear routes into support for those with complex needs

6. Peterborough is a dementia friendly city

- Improve public awareness and understanding of dementia
- Develop a local Dementia Action Alliance to take forward the campaign for people with dementia to be treated with dignity and respect

5.4 Dementia Resource Centre

5.5 Service Outcomes

5.6 The dementia resource aims to provide a high quality, effective community based support for people with dementia and their carers. The service specific outcomes include;

- People with dementia and their carers have access to good quality advice and information when and where they need it;
- People dementia and their carers are supported to engage in a timely and holistic assessment of their needs with skilled professionals who involve the service user and carer in identifying individual outcomes;
- People with dementia and their carers are supported to live well with dementia and have sufficient support in place at each stage in their dementia journey;
- People with dementia's quality of life is improved as they are able to access information, advice and support from the centre and within the local community that improves their health and wellbeing;
- People affected by dementia, partner organisations and community groups have a positive experience using the resource centre. The physical environment enhances their experience and contributes to enabling people to live well with dementia;
- Local communities are 'dementia aware' and play an active role in supporting those affected by dementia. There is an increase in the number of service users from socially disadvantaged communities accessing support;
- Carers feel informed about dementia and dementia support and are supported to carry out their caring responsibilities.

5.7 Procurement

5.8 The procurement approach follows a Part B OJEU competitive dialogue tender process. The competitive dialogue approach was chosen as it allowed the City Council to shape the service specification iteratively using insight gained from bidders' initial proposals.

5.9 The tender process is nearly complete. Bids have been evaluated by a panel of five that included representation from Cambridgeshire Clinical Commissioning and senior members of the Adult Social Care management team. A recommended bidder has been identified and a cabinet member decision notice drafted. Once authorised, a formal announcement on the result of the tender will be made.

5.10 The panel were extremely pleased with the standard of the bids received. The chosen provider was able to evidence an excellent level of knowledge and experience in delivering community based dementia support and achieving outcomes for people with dementia and their carers.

5.11 Property

5.12 Following a formal search by Corporate Property in April 2013, 441 Lincoln Road, Millfield (formerly referred to as 439 Lincoln Road) was identified as a suitable location for the

Dementia Resource Centre.

5.13

To ensure all options were considered bidders were asked at pre-qualifying questionnaire stage to identify any property they were aware of that would meet the requirements (e.g. on a main bus route, close to City Centre, free parking, sufficient size, etc).

5.14

No property was put forward by bidders and so in the absence of an alternative and a commitment to get the centre up and running as soon as possible, the Council will be working in partnership with the chosen provider, CPFT and people with dementia and their carers to design and refurbish 441 Lincoln Road into an exceptional facility that reflects the latest dementia friendly design principles. The building provides ample space for the chosen provider and NHS memory clinic to offer an integrated support offer and for a 7 day a week day service to be delivered on site. The aim is to deliver the vision of a "One stop shop" for dementia.

5.15

It is estimated the refurbishment will take a minimum of 3-4 months which means the Centre will be opening around Spring 2014. Work to mobilise the contract will start immediately to enable the chosen provider to begin delivering a range of support sessions using home visits and community locations from January 2014.

5.16

As part of the Council's 5 year dementia strategy and its ongoing commitment to ensure people with dementia and their carers get the support they need, it will be reviewing the future property requirements for dementia care and support services. The review will widen the scope to consider supported accommodation for people with young onset dementia and short term breaks for carers as this has been identified as a priority during consultation. Options will be assessed based on their long term cost effectiveness and include the development of a new purpose built facility that could potentially accommodate community based support as well as supported accommodation for people with dementia.

5.17

Dementia friendly city update

5.18

Making Peterborough a dementia friendly city is a key outcome of the Council's dementia strategy. A dementia friendly community is defined by Alzheimer's Society in its recently published report 'Building dementia friendly communities: a priority for everyone' as *"one in which people with dementia are empowered to have high aspiration and feel confident, knowing they can contribute and participate in activities that are meaningful to them."*

5.19

Adult social care supports the view that to improve the lives of people with dementia and their carers we need to involve and empower local communities so that they actively contribute to enabling people to live well with dementia.

5.20

Work to make Peterborough dementia friendly began in April 2013 with a workshop with stakeholders and the development of an action plan. Activity to date has focussed on raising awareness about dementia amongst residents and businesses through the promotion of dementia friends information sessions (www.dementiafriends.org.uk). This volunteer led social movement aims to have delivered awareness sessions to 1 million people by 2015.

5.21

Peterborough has over 30 Dementia Champions (those trained in delivering dementia friends sessions). With the support of the City Council information sessions have been delivered to a variety of audiences including;

- Police/ Police Community Support Officers
- Citizens advice Bureau
- Open sessions at Town Hall (plans to deliver monthly sessions)
- Queensgate staff
- Greater Peterborough Partnership

5.22

5.23 Future sessions are already being planned with Boots Chemist, Clinical Commissioning Group staff, the Pensioners association and it is hoped this list will continue to grow. Other achievements to date include;

- Setting up Dementia Cafes (Rotary Club and Sue Ryder both hosting sessions from October 2013);
- Setting up a [Local Dementia Action Alliance](#) to drive the initiative forward - an independent collective made up of members that have pledged to make a difference to the lives of people with dementia;
- Engaging local business in becoming more dementia friendly and joining the local action alliance – Boots Chemists, Queensgate, Post Office, Rotary Club, Ramblers Association in the process of joining;
- Being accepted on to the Dementia Friendly Recognition programme- this allows the Local Action Alliance to award businesses that meet the dementia friendly criteria with a symbol to let the general public know they are dementia friendly;
- Supporting carers of people with dementia to review local facilities and recommending what would make them more dementia friendly

6. IMPLICATIONS

6.1 Financial implications

Additional capital and revenue investment to deliver the strategy has been identified within proposed budgets for 2013/2014:

- Capital investment £600K
- Revenue investment £335K (£250k new investment plus £85k existing spend on dementia support contracts)

7. CONSULTATION

7.1 Consultation has been undertaken with a range of organisations and groups over the previous 12 months, specifically:

- People with dementia and their carers (Workshops in December 2012, April 2013)
- Voluntary sector organisations working in this sector
- Cambridgeshire and Peterborough Foundation Trust (Health commissioned provider of dementia diagnosis and stabilisation services in Peterborough)
- Peterborough City Council Adult Social Care departmental management team

7.2 A steering group was formed to develop the City Council's strategy for people with dementia and their carers. Membership included all of the above as well as representation from Cambridgeshire Clinical Commissioning Group, Public Health and Peterborough City Council Learning and Development team. This group was consulted on the gaps in current support provision. Their knowledge and expertise was used to develop the service specification and property requirements for the resource centre.

7.3 Scrutiny Commission for Health Issues was given an opportunity to comment on the draft strategy and initial plans for the resource centre in February 2013 and are invited to comment on progress to date outlined in this report before the implementation phase begins.

7.4 Peterborough's Older People's Partnership Board and Mental Health Stakeholder Group have also been regularly updated on the work of the dementia steering group and opportunity to review and comment on the initial design of the Dementia Resource Centre at their respective bi-monthly meetings.

- 7.5 Adult Social Care commissioning also visited an existing Dementia Resource Centre in Newcastle that had recently undergone a refurbishment. The visit reinforced the importance of design when developing buildings for people with dementia, with the provider sharing lessons learned about what activities work well to stimulate thoughts and interaction between those attending the centre.
- 7.6 Consultation will continue throughout the mobilisation of the centre. A communications plan has been developed to market the centre and ensure all partner organisations are clear on referral pathways. The dementia steering group will continue to meet on a monthly basis and consulted on progress. The chosen provider will also be carrying out focus groups with service users and carers throughout the implementation phase of the contract.

8. NEXT STEPS

- 8.1 An updated timeframe for the dementia resource centre is detailed below:

Key Milestones	Date
Dementia Cafes open	Oct 2013
Dementia Resource Centre Contract Award	Nov 2013
Design and specification for 441 refurbishment	Nov 2013
Contract Mobilised	Jan 2014
Dementia Resource Centre opens	Spring 2014
Review of performance and capacity	Summer 2014

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1 Draft PCC Strategy for people with dementia and their carers 2014-19