

Adult Social Care Scrutiny Commission

Changes to Dementia Support

Lead Director: Steven Forbes

Date: 25th October 2016



City Mayor

Useful information

- Ward(s) affected: All
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- Report version number: 1.0

1. Purpose

- 1.1. To provide the Adult Social Care Scrutiny Commission with an overview of the proposal to change the way dementia support is provided for people diagnosed with the condition.
- 1.2. At present dementia advice and support is provided across the city in a fragmented manner by the National Health Service (NHS) and social care.
- 1.3. This includes Dementia Care Advisors, employed by the local authority, who provide both advice to people diagnosed with dementia and also case management for people who receive ASC services, as well as support funded by the Council via a contract with the Alzheimer's Society. Support for people in hospital settings is funded by the NHS, which is also delivered by the Alzheimer's Society.
- 1.4. The new proposal will provide one co-ordinated approach across the NHS and social care for Leicester, Leicestershire and Rutland (LLR).

2. Summary

- 2.1. The proposal is to create one co-ordinated support service across the NHS and social care for LLR, funded by the NHS and the three local authorities. This will still provide a focus on the needs of people living in the city, whilst giving a more consistent and integrated approach to dementia support across LLR. It would also support the delivery of efficiency savings.
- 2.2. This approach would mean ceasing the Dementia Care Advisors role and procuring a specialist organisation, such as the Alzheimer's Society or a similar organisation to provide an advice service across LLR from pre-diagnosis and beyond.
- 2.3. At present the Dementia Care Advisors are only able to support people who have received a diagnosis in the last 12 months, due to increased demand.
- 2.4. Therefore, the proposed changes will mean that the Dementia Care Advisor posts would revert back to their case management role. Although there will be a reduction in the number of posts in order to create the required resources to commission the new service, any reductions in staff will be managed through the Council's vacancy management arrangements to mitigate any redundancies resulting from this change.

3. Recommendations

- 3.1 Adult Social Care Scrutiny are asked to note the report and to provide feedback on the

proposal.

4. Background information/Report

- 4.1 It is recognised that early diagnosis, support and advice is key to helping individuals and their families/carers to cope with dementia. In Leicester it is estimated that there are approximately 3000¹ people with dementia, of which around 2,544² (85%) have received a diagnosis and around 66% of these live at home. About 800 people live in residential settings. The numbers of people living with dementia in Leicester is set to rise to approximately 4500 by 2030³.
- 4.2 In Leicester there are currently four main services delivering dementia support.
- a) Dementia Care Advisors, who are employed by the Council
 - b) Specialist dementia support service funded by the Council via a contract by the Alzheimer's Society
 - c) Hospital in-reach dementia care support service, funded by the NHS
 - d) In addition, there are a number of other services providing dementia support, including AgeUK funded by the Council
- 4.3 Presently people who have a diagnosis of dementia made within the last 12 months are referred to the Dementia Care Advisors and receive a service, either advice alone or case management, based on their needs. Thus many people with dementia (those with a diagnosis longer than 12 months) cannot access this service. The service is unable to cope with the increased numbers of people being diagnosed in Leicester and this model is not sustainable into the future. The current caseload is about 460 people at a cost of about £440 per user per annum for the advice and guidance element.
- 4.4 The Council also commissions a Dementia Support Service from the Alzheimer's Society. This service offers a range of support to people with dementia including advice and guidance, advocacy, dementia cafes, activity groups and carers' training. This service currently supports about 400 people at a cost of about £200 per user per annum.
- 4.5 This service is currently under review because its contract is due to end in October 2017. Therefore, the opportunity was taken to review it in the light of the pressures on the in-house service.
- 4.6 At the same time, discussions with the County Council and Rutland and the local Clinical Commissioning Groups (CCG) showed that their contracted dementia services were also coming to an end and it was agreed that there would be a great deal of benefit to be gained if one service could be jointly commissioned across LLR.
- 4.7 Discussions are underway with a view to the City Council procuring the new service on behalf of the other organisations.
- 4.8 The City Council's contribution to the new proposed service will be £152,000 per year. Although, this is a reduction in the existing funding, when combining the external

¹ Dementia UK Update – Alzheimer's Society 2014

² Leicester City Clinical Commission Group 2016

³ Poppi data for Leicester City Council 2016

contract value with part funding for the Dementia Care Advisors, it will mean an increase in the level of funding to the Voluntary and Community Sector (VCS) from £82,000 to £152,000.

- 4.9 In addition, Leicester is an active member of the Dementia Action Alliance movement. This a network that supports a society-wide response to dementia. It encourages and supports communities and organisations across England to take practical actions, including information sharing and joint work to enable people to live well with dementia and reduce the risk of costly crisis intervention.
- 4.10 We are also in the process of establishing a Dementia Action Alliance for the city, which will be chaired by the Deputy City Mayor, with a focus on making Leicester a dementia friendly city. The impact of this will be to raise awareness generally amongst Leicester's citizens, businesses and services that we all share part of the responsibility for ensuring that people with dementia feel understood, valued and able to contribute to their community.

5. Proposed New Service

- 5.1 The advantages of a new service commissioned across LLR would be:
- More people and carers would be seen – the service would be available to everyone from those with worries about their memory, those with a recent or long-standing diagnosis, and those people with planned and unplanned hospital admissions.
 - Much clearer pathway for referring into the service for professionals, carers and users and across city/county and service boundaries;
 - People receiving a service will get the same service no matter where they live
 - There will be a reduction in any potential duplication of services occurring across organisations,
 - Funding from both in-house and external services will be combined, which will result in a saving that will contribute towards to overall Adult Social Care efficiency programme.
- 5.2 The new service will comprise advice, information, activity groups, memory cafes, carers training, hospital liaison service and, in the city, advocacy (this is commissioned separately in the county and Rutland).

6. Details of Scrutiny

- 6.1 This report is due to be discussed at the Adult Social Care Scrutiny Commissioning meeting on 25th October 2016.

7. Financial, legal and other implications

7.1 Financial implications

The City Council's contribution to the new proposed service will be £152k per year from a combination of the existing budgets for Dementia Care Advisors (DCAs) and for the existing Alzheimer's society contract. The DCAs will revert to standard social work duties and will be

paid for from within the care management staff budget.

The total funding provided by the Council for the new externally contracted service from the voluntary and community sector will therefore increase from £82k to £152k.

Martin Judson, Head of Finance

7.2 Legal implications

Employment Legal Implications

There is the potential for TUPE to apply to the Dementia Support Service currently being provided by the Alzheimer's Society. It is not clear whether the Alzheimer's Society employs any individuals for the Dementia Support Service that is carried out for the Council. For TUPE to apply there must be an organised grouping of employees with the principal purpose of carrying out activities on behalf of client and the activities must be fundamentally or essentially the same before and after the service provision change. This should be considered as part of any future procurement exercise.

There is the potential for TUPE to apply to Dementia Care Advisors depending on the design of any new service. If the specification does not include any case management then TUPE is unlikely to apply however this would need to be fully considered as part of any future procurement exercise.

In relation to the suggested absorption of the posts within the current care management staffing profile consideration would need to be given to whether there are available vacancies within the Adult Social Care service for Care Management Officers, as Dementia Care Advisors are currently on this generic job description. It would need to be viewed in line with the current voluntary redundancy trawl taking place within the assessment and care management functions of which the Care Management Officer role is in scope. There is the possibility of an overall reduction in Care Management Officer numbers and these staff and roles would be included in any potential generic reductions.

The report refers to the reduction in posts in relation to the Dementia Care Advisors, any potential compulsory redundancies which could arise from this would be managed and progressed in line with Leicester City Council's Redundancy Policy. To mitigate any redundancies redeployment would be utilised for eligible employees who are identified as displaced.

Julia Slipper, Solicitor (Employment & Education) and Caroline Dickman, HR Advisor

7.3 Climate Change and Carbon Reduction implications

There are no significant climate change implications arising from this report.

Duncan Bell, Environment Team.

7.4 Equalities Implications

The proposal for a single integrated dementia care advice service across Leicester,

Leicestershire and Rutland, with provision for advocacy support for Leicester, will continue to meet needs of those with dementia and their families/carers as is currently provided, but will be available for a greater number of people – reflecting the anticipated increase in demand as stated in the report. The main equalities considerations in the commissioning of a single service will be around issues related to age and disability which influence the nature of dementia experienced by the individual. However, given the diversity of Leicester’s population, social and cultural factors are also important considerations in determining how best to continue to engage with those with dementia and how best to support their families/carers. Therefore, protected characteristics such as sex (gender), race, religion or belief, sexual orientation, gender reassignment, also need to be considered as key elements of awareness and appropriate engagement within the service so that it will be appropriate for the city’s diverse population. Such attention in the commissioning and delivery of the proposed service will ensure that it meets our Public Sector Equality Duty and its aims of: eliminating discrimination, promoting equality of opportunity, and fostering good relations between different groups of people.

Irene Kszyk, Corporate Equalities Lead

8. Background information and other papers:

None

9. Summary of appendices:

None