
Report to:	Health and Social Care Committee	Date: 7 January 2021
Report By:	Louise Long Corporate Director, (Chief Officer) Inverclyde Health and Social Care Partnership (HSCP)	Report No: SW/01/2021
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Subject:	COVID-19 RECOVERY PLAN 2020 HEALTH & COMMUNITY CARE OLDER PEOPLE'S DAY SERVICE	

1.0 PURPOSE

- 1.1 The purpose of this report is to advise the Health and Social Care Committee on the impact of COVID-19 on the delivery of Day Services for Older People and to highlight the planned recovery within flexible time scales.

2.0 SUMMARY

- 2.1 Day services for older people within Inverclyde closed in March 2020 in line with Scottish Government guidance. The closure of these settings has undoubtedly had an impact on the lives of supported people and unpaid carers. The longer-term impact for carers is becoming increasingly difficult which is being addressed through assessment teams and the Carers Centre in terms of the provision of alternative breaks.
- 2.2 On 3rd August the Scottish Government confirmed that registered building-based adult day services could re-open subject to risk assessment and local sign off. Communication is attached under section 7.1 Guidance to support re-opening was published on 31st August. Locally, the importance of day services is recognised however there are a number of considerations to be taken into account for adapting and re-opening services while minimising risk. There is also an inter-dependency with essential service provision which takes priority particularly at this time as the winter months present a significant pressure on community services. The main aim is to ensure people receive the support they need in an enjoyable and appropriate way, while meeting the requirements of all core public health measures in relation to hygiene and the prevention and control of the spread of infection.
- 2.3 Local day services and HSCP assessment teams have worked collaboratively adopting new models of service delivery to continue to provide support in response to critical and substantial need. Hillend, Crown Care and Muirshiel day services have all provided virtual support and an outreach service in the last 6 months with meal delivery where required. We have been striving to adopt a tiered approach to local day services with building based provision as part of our critical care provision and with the majority of support being provided in the community.

2.4 Winter Service Delivery Approach

People who have been without their usual care and support, and who have been reliant on their families need confidence in how they will be supported in the next period. For the

purposes of planning, it is sensible to consider the next phase to be winter, lasting until 31st March 2021. During this period the potential for people to be supported with alternative activity may be impacted by weather, reducing daylight hours and further local or national restrictions. HSCPs are obliged, therefore, to ensure that we have in place arrangements to facilitate care and support for our service users, and respite for carers, in a robust and considered way. It is planned to develop a tiered model of daytime support that will be based on need and risk assessment, pragmatic solutions developed in collaboration with individuals and their families/carers and seeks to allow a step up/step down model whereby support can be varied depending on local and personal circumstances.

The tiered model for daytime care and support over winter is consistent with the strategic drive towards increased informal and community-based support during the day which all HSCPs have been strategically aspiring to for some time. Work with providers is underway to explore where contracted provision can mirror the model envisaged for internally run services and to ensure the whole system of day care can operate on a flexible tiered model.

- 2.5 This paper identifies options and work required locally to ensure a safe service as part of the wider recovery plan. Currently most of the staff group within HSCP day services is deployed within the community which supports the provision of critical and essential interventions. The HSCP has a responsibility to prioritise essential services and it is envisaged that the HSCP day service will be provided as an outreach service throughout the next 6 months. These proposals are in line with the HSCP Greater Glasgow & Clyde Day Service Working Group looking at winter planning and recovery.
- 2.6 All current service users will receive a review of their support package with a view to identifying an appropriate way to meet their outcomes. If service users are unable to, or choose not to, attend the service, consideration will be given to alternative ways to provide support in order to meet their needs. People will be fully involved in all decisions about the support that would suit them best, and those eligible for social care support may wish to move to a different self-directed support option to support their goals.
- 2.7 The demand for service, self-directed support options and models of service will be monitored and reported as part of the phased recovery process. It is inevitable that the progress of the pandemic and any further measures required will impact and service provision will be reintroduced in a way which ensures flexibility and responsiveness. Day services are developing digital connections with virtual links for service users, which is being explored further to potentially include small groups.
- 2.8 HSCP Hillend Day Service has 49 older people who would normally be supported within Hillend using 83 places and 18 people through the ALFA service which outreaches in the community. The following options have been considered:-
 1. The HSCP has a responsibility to focus on critical and essential support in the community. Day service and respite staff are required to continue to support home care services throughout the pandemic period and especially over the winter months due to increase risks, which necessitates an extension to the suspension of internal day services for a further 6 months.
 2. With the building-based element of the day service at Hillend remaining suspended over the next 6 months there is potential for ALFA services to re-establish an individualised service for the whole service user cohort. This would include face to face contact at home or in the community as well as alternative virtual intervention. A limited number of staff would be required which would ensure appropriate support for home care services.
 3. For the building-based service to reopen, it would be providing very limited support which would be a maximum of 4 service users at one time. Priority service users would be grouped in a bubble of four and could attend approximately fortnightly dependent on numbers. This option is unlikely to be popular with service users as it is so limited in terms of contact and activity.

2.9 Within commissioned day services, Muirshiel supports 38 people using 84 places and Crown Care 29 people using 53 places. Both services are keen to further develop the outreach service currently provided and re-establish a limited building-based service. These services would focus on providing short breaks for carers. It is important to ensure the sustainability of these services over the next 6 months. Funding allows for 153 placements per week however this includes 11 people who are currently using alternative providers under self-directed support.

3.0 RECOMMENDATIONS

3.1 The Health and Social Care Committee is asked to note the recovery plan for Older People's Day Services while ensuring the priority for critical care at home, over the winter period, as follows:

- Service user reviews will be completed over the next 4 to 6 weeks to establish the requirement for day service within the self-directed support options. The level of new demand for social support and carer support will be monitored over the next 6 months.
- The recommendation is for Option 2 for Hillend Day Services to be implemented which leaves the building-based service suspended until April 2021 while providing a safe service within the community and supporting the HSCP priority to maintain critical interventions at home. This option presents the lowest risk.
- Alongside option 2, it is essential that commissioned services reintroduce a limited building-based service in addition to the current outreach and virtual contact. This will be targeted at priority service users to provide a break for carers. Service risk assessments will be approved prior to service recommencement.

3.2 The Health and Social Care Committee is asked to note the demand for service, self-directed support options and models of service will be monitored and reported as part of the phased recovery process. This will enable the HSCP to take both a flexible and creative approach to meet the demands of the post pandemic community, impact of a second wave and the likely severe pressures on the system this coming winter.

Louise Long
Corporate Director (Chief Officer)
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4.0 BACKGROUND

4.1 Hillend Day Service

Hillend Day service and ALFA, Active Living For All, suspended service in March 2020 in line with Government guidance. Staff within the service have been deployed within Care at Home and have contributed significantly to maintaining essential service in the community over the last 6 months.

Telephone contact has been maintained with service users; from 25th May, 884 outbound calls have been made, feedback highlights that service users welcomed the contact. Carers also felt that the calls were a safety net and provided reassurance particularly where they had no physical contact with their relatives due to government restrictions.

In response to the pandemic there has been an expansion of tec interventions which is being considered for use within day services.

4.2 Commissioned Day Services

Muirshiel and Crown Care Day services have been suspended since March 2020. Both services have maintained contact with service users and provided an outreach service with support with meals if required. This has reduced social isolation for people and supported people to remain safe at home.

Commissioned providers have received sustainability payments which are due to finish at the end of October 2020. These services are essential to maintaining people living at home and both are keen to further develop the outreach service currently provided and re-establish a limited building-based service. These services would focus on providing short breaks for carers. It is essential to ensure the sustainability of these services over the next 6 months.

4.3 Impact

The pandemic appears to have had the greatest impact on the most deprived communities as well as the elderly and those with a long-term health condition. We know from carers/families and service users that self-isolation and retraction of non-essential support services have had a significant impact on the physical and mental wellbeing of service users and carers.

4.4 Rehab and Reablement Service

Day services will work alongside AHP teams and the reablement service as there is recognition that there will be an increase in rehab work required to improve health and wellbeing of older people who have become deconditioned or frailer during the last 6 months. It is also recognised that service users may be wary of engaging in a social situation in the current climate so alternative means of engagement are essential to ensure people feel safe and connected at home.

4.5 Next Steps

All current service users within day care will receive a review of their support package with a view to identifying an appropriate way to meet their outcomes. If service users are unable to, or choose not to, attend the service, consideration will be given to alternative ways to provide support in order to meet their needs. People will be fully involved in all decisions about the support that would suit them best, and those eligible for social care support may wish to move to a different self-directed support option to support their goals.

It is a service priority to re-engage social contact where possible and to further develop remote ways of working to provide support. Support for carers is a priority as it is recognised that informal carers have been under increased pressure due to the shutdown of services.

- 4.6 The demand for service, self-directed support options and models of service will be monitored and reported as part of the phased recovery process. It is inevitable that the progress of the pandemic and any further measures required will impact and service provision will be reintroduced in a way which ensures flexibility and responsiveness.
- 4.7 In planning our response to these challenges, the Service believes it needs to take both a flexible and creative approach to meet the demands of post pandemic community, prospect of a second wave and the likely severe pressures on the system we will face this coming winter.

5.0 IMPLICATIONS

FINANCE

5.1 Financial Implications:

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

LEGAL

- 5.2 There are no specific legal implications arising from this report.

HUMAN RESOURCES

- 5.3 There are no specific human resources implications arising from this report.

EQUALITIES

- 5.4 There are no equality issues within this report.

- (a) Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
X	NO

- (b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
x	NO

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
x	NO

6.0 CONSULTATION

6.1 The report has been prepared after due consideration with relevant senior officers in the HSCP.

7.0 LIST OF BACKGROUND PAPERS

7.1 Respite and Day Care - Letter from Cabinet Secretary

7.2 Covid 19 Outreach Risk Assessment