

## Day Service for Older People in Moray

### SITUATION

Scots are enjoying longer lives, which often are accompanied by more complex care needs. Demand for social care is growing faster than our traditional services were designed for. Prevention programmes for improving health later in life, particularly those with lower health status, will be vital to enabling people live in good health and wellbeing in older age, whilst recognising that good health and wellbeing and the ability to access health services are vitally important to older people.

Moray's Day Services began the journey of remobilisation in August 2020. With guidance from the Scottish Government a Moray framework for remobilisation was agreed in early September. The framework directed, supported, and documented the process required to remobilise safely and fairly for all day service providers and service users across Moray.

External commissioned day service for Older People has not remobilised during the pandemic due to the unsuitability of the environment in which the services were being delivered. Furthermore, day service contract for older people is due to expire 12 June 21 which has presented an opportunity to understand intrinsically and intimately the evolving needs of the older people as well as the key priorities for their unpaid carers.

Engagement with unpaid carers, creating design groups and listening to Social Workers all contributes to the design and deliver of appropriate services to meet the needs of Morays older people and carers, utilising the full capabilities of internal services, market providers as well as voluntary and community groups.

### BACKGROUND

Day service in Elgin and Forres was predominantly cover by Hanover, a commissioned service operating from sheltered housing complexes in Elgin (Chandlers Court) and Forres (Cameron Court). Likewise, Abbey Vale in Elgin also offer day service provision under a commissioned contract. As the day service contract is due to 12 June 21, Abbey Vale has no aspirations to continue to offer a day service provision.

Through the design group alternative provision is under exploration, however there is a need for short term provision to meet the current demand and to offer respite for unpaid carers.

### CONTRACT INFORMATION

#### **AbbeyVale**

Service Delivery: 2 or 3 clients attending

Cost of Contract: £51.47 Per person (not including transport costs)

#### **Hanover**

Service Delivery: Cameron Court Capacity 8 / Chandlers Capacity 12-15

Cost of contract: £51.47 Per person (not including transport costs)

Service Capacity					
Service	Level of Physical Need	Capacity	Free Capacity	Operating Days	Additional Information
<b>DAYCARE</b>					
Keith Day Service		6		5 days per week	
LinnBurn Day Service		8		5 days per week	
MRC	High	16			Building designed for high end needs. Equipment available to meet needs.
Outreach	Temporary option until MRC opens – Carers Stress				Staff will need to be retrained into new service for MRC
Gurness Circle	Low/Medium	2		3 days per week	3 members of staff needed
Stevens Hospital	Medium/High	4		5 Days per week	3 members of staff needed
<b>Alternatives</b>					
Shared Lives EAST	Low/Medium		EAST: 21 ½ day sessions ½ days available	Mon – Fri	Sessions are counted as ½ days. Findochty: 7 Keith: 9 Buckie: 2 Portnockie: 3
Shared Lives WEST	Low/Medium		WEST: 5 ½ day sessions		Kinloss: 2 By Elgin: 2 Hopeman: 1 Waiting list for the west of Moray – availability will be used up.

## NEED

A full needs analysis of the individuals can be found in the attached excel spread sheet.

Need	Elgin	Forres	Lossie	Total
Supportive Environment	4	6	3	13
Supportive environment with staff	4		2	6
Community Group inc. Befriending or Shared Lives	5	1	1	7
Support for confidence	2			2
Respite /MRC Complex needs	5	2		7

## OPTIONS

### Model 1 - Flexible Workforce to respond to Cared for and Carers Need

Through the development of a flexible and agile workforce, a range of options can be delivered.

**Option 1** supporting a community-based service in partnership with CWDT, Internal Services and Quarriers.

**Option 2** continuing to offer outreach service for those who choose this support

**Option 3** offering an adhoc outreach service to support the Carers needs for RESPITE.

### Option 1 – Attend a community-based activity with support staff

The cared for and carers can engage in community health and wellbeing activities using locality-based community assets for example at the Moray Sports Centre. CWDT will facilitate the delivery of meaningful physical and mental stimulation using their extensive network of micro providers. Trained staff will support the 3 hour session from Internal Services with support from Quarriers to offer carers simultaneous activities if desired by the Carers.

#### Outcomes

- Reducing social isolation and increasing confidence for the individuals.
- Carers can attend and have respite whilst waiting in the building accessing their own activities (if required supported by Quarriers) to allow for an increase in confidence that their cared for is settled and safe.

#### Venue

Community building based setting e.g. Moray Sports Centre

Cared For: Access 3-hour session (physical activity plus social interaction – designed by the users)

Carers: Can access activity/ gym/ lunch

Access exiting community-based provision within the venue e.g. Callum's Kitchen Lunch can be provided or simple refreshments. Personal choice and control.

### Capacity and Frequency

16 Participants with 3 members of internal staff

1 session per week for 3 hours.

### Option 2 – Outreach

Clients have the choice of support required by offering outreach. This can also be valuable to offer to the unpaid carers to support their own SDS outcomes for respite. This offers more choice for people.

### Option 3 – Adhoc Outreach / Respite

Similar to above. The needs of the unpaid carer are recognised as their individual needs through their own SDS assessment. Carers can access emergency respite for the anomalies like dentist appointments, hairdressers etc

The above options have been discussed with Quarriers who are in support of the choices.

## RECOMMENDATION

Invest and strengthen a multi-disciplinary teams to deliver an enhanced and sustainable workforce to improve older peoples' outcomes in community settings.

This requires a HSCM workforce that is both sufficient to meet demand and flexible enough to address changing needs.

Continue to invest in people, training and education of general support for older people, this includes supporting the management of long-term conditions and supporting people with complex conditions or who are frail as part of the multidisciplinary team supporting older people.

