

Decision Maker: **ADULT CARE AND HEALTH SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Date: **21 November 2023**

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **ANNUAL MONITORING REPORT - DEMENTIA POST DIAGNOSIS SUPPORT SERVICES (DEMENTIA HUB).**

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Chief Officer: Kim Carey, Director Adult Services

Ward: All

1. REASON FOR REPORT

- 1.1 This report is presented in order to meet the requirement regarding monitoring updates for Policy Development and Scrutiny Committees. The Dementia Post Diagnosis Support, (Dementia Hub) Service is currently provided by Bromley, Lewisham, and Greenwich (BLG) Mind, in partnership with Age UK Bromley, with BLG Mind as the Lead organisation.
- 1.2 This report provides a summary of how the service has performed over the last 12 months in addressing the requirements of the specification, by demonstrating how community-based support is a key element in meeting the Council's statutory duties by preventing or delaying the need for more expensive accommodation / health-based provision whilst meeting the primary aim of achieving the best possible health and wellbeing outcomes for service users and their carers.
- 1.3 The Dementia Hub is a specialist service that delivers a one stop support service for adults who have a diagnosis of dementia, their carers, and the professionals who support them. The current contract was awarded to BLG Mind on 1 July 2020 – 30 June 2025, with the option to extend for a further 2 years.

2. RECOMMENDATION(S)

- 2.1 That the Adult Care and Health PDS Committee (ACH PDS) note the contents of this contract monitoring report on the performance of BLG Mind.

Impact on Vulnerable Adults

Summary of Impact:

- Improving awareness and understanding of Dementia so people have the information they need to reduce the risk of developing Dementia as well as living well with Dementia.
- Ensure people with Dementia have equal access to the health and wellbeing support which is available to enable them to remain living in the community for as long as possible thus reducing the reliance on statutory services.

Transformation Policy

1. Policy Status: Existing Policy: Care Act 2014- promoting wellbeing and to safeguard adults; Equality Act 2010, and the Disability Discrimination Act,1995 - that people with dementia have a legal right to be protected from discrimination, in all areas of their lives.
2. Making Bromley Even Better Priorities:
 - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
 - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

Financial

1. Cost of proposal: Estimated Cost: Please see ACH PDS Part 2 Report No. ACH20-015(1 April 2020)
2. Ongoing costs: Recurring Cost Please see ACH PDS Part 2 Report No. ACH20-015(1 April 2020)
3. Budget head/performance centre:
4. Total current budget for this head: £ Please see ACH PDS Part 2 Report No. ACH20-015(1 April 2020)
5. Source of funding: Better Care Fund,

Personnel

1. Number of staff (current): Approximately 0.1 FTE LBB Contract Compliance Officer to Quality Assure the Contract.
2. If from existing staff resources, number of staff hours:

Legal

1. Legal Requirement: Non-Statutory - Government Guidance
2. Call-in: Applicable

Procurement

1. Summary of Procurement Implications: See section 10
-

Property

1. Summary of Property Implications: n/a
-

Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: See section 4
-

Customer Impact

1. Estimated number of users or customers (current and projected): Current 2611 clients per annum
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not applicable
2. Summary of Ward Councillors comments: Not applicable

3. COMMENTARY

- 3.1 Dementia is the loss of cognitive functioning, thinking, remembering, and reasoning, to such an extent that it interferes with a person's daily life and activities. Some people with dementia cannot control their emotions, and their personalities may change which can impact negatively on the wellbeing of their families and other carers.
- 3.2 The Dementia Hub is a specialist service that delivers a one stop support service for adults who have a diagnosis of dementia, their carers, and the professionals who support them. The aim of the service is to provide appropriate early care and support that also reduces and or delays the need for more costly or intensive interventions, by delivering personalised community-based post diagnosis dementia support, that addresses the client's circumstances based on the level of need, and the stage of their condition.
- 3.3 Living Well with Dementia: a national dementia strategy published in February 2009, set out a vision for transforming dementia services with the aim of achieving better awareness of dementia, early diagnosis, and high-quality support at whatever stage of the illness and in whatever setting, be it in the community, extra care housing or even residential care. The Dementia Hub service ensures that the Council meets its duties under the Care Act 2014, and also supports both national and local priorities.
- 3.4 The Dementia Hub is jointly commissioned by The London Borough of Bromley (LBB), and the Southeast London Integrated Care Board (ICB) with the commitment to ensure that people in Bromley live independent and healthy lives for as long as possible. Maintaining the independence of people with Dementia is a key aim as they move along the Dementia Pathway.
- 3.5 The Dementia Hub provides an established pathway from the point of diagnosis to the point when a person becomes eligible for statutory services. There are 7 service delivery areas within the Hub, and they are as follows: -
1. **Information, advice and assisted referrals (triage)** - An information and advice line where users are provided with information, advice and support allowing them to better manage their conditions or medication, retain their independence and remain at home longer.
 2. **Dementia Advisors** – who provide help and support to service users and their carers, by offering a person-centred approach, targeting support to an individual's primary issues of concern relevant to their needs and circumstances.
 3. **Young onset dementia Support** - A variable service targeted at those with a dementia diagnosis aged 64 and under. Working with input from (Young Dementia UK), to involve people with Young Onset Dementia in co-producing the type of activities to meet the needs of this specific cohort.
 4. **Befriending** - A dementia volunteer befriending service, that works with people with dementia and their carers, offering support within their local community, including accompanying them to activities they enjoy.
 5. **Extra Care Housing (ECH), Care & support** - A Specialist advice and training element for extra care housing care managers and staff to empower staff to: -

- a. Assist new tenants settle into ECH schemes, through training and consultancy regarding how individual's needs can be managed to ensure a smooth transition into the scheme.
- b. Support tenants with dementia more sensitively and thereby deliver improved wellbeing and quality of life, as a result of increased confidence, enhanced skills and techniques and increased understanding of dementia.
- c. Make tangible changes to the way support is provided to maintain and respect tenants' privacy, dignity and lifestyle.

6. **Training and workforce development** - providing specialist dementia training for carers and professionals, where carers are supported to better understand dementia and to manage their own wellbeing. Professionals are provided with skills training and support to ensure Bromley residents are treated with respect and dignity, and their lifestyle is maintained as much as possible.

7. **Memory Lane café & Peer support** - Dementia cafes run by AGE UK which is like a Day Centre specifically for people with dementia and their Carers, where they go to socialise and offer each other support.

3.6 Age UK are responsible for the delivery of the Befriending Service, Memory Lane Café and the Young Onset Dementia Service in partnership with BLG Mind. Age UK also provide two dementia advisors to support the casework element of referrals where a dementia advisor is needed.

3.7 **SERVICE PERFORMANCE**

3.7.1 There have been no concerns with this provider, the service delivered is compliant with the specification and contract, and it is operating well within the defined parameters.

3.7.2 The service is not subject to CQC regulations, however, the LBB Quality Assurance (QA) team, do conduct annual QA visits to the providers offices and complete a Quality Assessment Framework (QAF) on an annual basis. The QAF assesses the providers management of the service and looks at staffing, policies and procedures, the QAF rates each area assessed from A to D, with A being the highest rating attainable and D the lowest. The outcome of the most recent QAF report (July 2023) was very good with ratings of B and above.

3.7.3 There is a strong collaborative relationship between LBB and the service provider. They have worked together to improve various aspects of service delivery. One example is the joint effort to enhance the monitoring dashboard, which indicates a commitment to improving service quality.

3.7.4 There have been no complaints against the service provider to date. Which suggests that the provider has been delivering services satisfactorily, and there have been no major issues or grievances raised by service users or stakeholders. Safeguarding concerns are promptly addressed by the service provider, and the correct procedures are followed. All safeguarding concerns are monitored, and the outcomes discussed at the quarterly monitoring meetings.

3.7.5 The service provider actively promotes the Dementia Hub service within the borough and among LBB teams. They are engaged in efforts to make LBB staff aware of the services

offered and how they can complement other services. This proactive approach helps maximize the impact of the Dementia Hub service.

3.7.6 Referrals into the service are not prescriptive, and can come from a variety of sources -:

- The Bromley Memory Clinic
- Family member/friend
- Self-referral
- VCS Organisations
- CMHT
- GP

3.8 Service Profile / Data Analysis / Specification

3.8.1 The service is monitored quarterly, and the provider submits a workbook covering the KPI's in addition to a progress report and case studies. During the year 2022-23, the service supported 2611 clients across all 7 areas of the Hub.

Demographics

a) Gender breakdown of those supported by the service.

Table1

Gender	Dementia Client	Carers	Total
Female	1251	215	1466
Male	1049	92	1141
Unknown	4**	0	4
Total	2304	307	2611

** refused disclose**

Table 1 highlights the fact that there are more females accessing the service both as dementia clients and as carers.

b) Age

The client age ranged between 35 and 104, with 77% aged between 75 and 94.

The carer age ranged between 25 and 94 with 86% aged between 55 and 84.

An area that is being closely monitored is the the age range of 35 to 64 for Young Onset Dementia clients coming into the service, although not yet seen as significant, this could be an emerging issue.

c) Ethnicity

Of the known ethnicity, 85% of the clients and carers that access the service are white British, mirroring the demographic of Bromley.

3.8.2 Key Performance Indicators

1. *Information, Advice and Assisted Referrals (Triage)*

There was a total of **1382** enquires to the service over the last 12 months, where people are triaged to assess their need and are either directed to other services or referred into the Hub.

2. *Dementia Advisors*

The dementia advisors currently have 1256 active cases, with 329 new cases during the period of 2022-23. They completed 120 case audits during the year at 30 per quarter as per the service specification, which meets the target of 100%. All cases are to be assessed within 10 days, during 2022-23, 328 cases were assessed within the 10-day parameter specified in the service specification, which is equivalent to 99.6% of the 100% target.

3. *Young Onset Dementia Group*

There were 61 Young Onset clients supported during the year, with 49 Young Onset groups convened with each group having an average of 8 clients attending each group.

4. *Befriending Service*

This service completed 1,008 befriending sessions over the year. There are currently 24 befriending volunteers, with 96 out of a possible 129 people being supported by a befriender. There is a waiting list of 33 people waiting to be matched to a befriender. This is regularly monitored during the quarterly meetings, as the expectation is 100% of clients requiring a befriender to be matched, this currently stands at 74%. Age UK have reported a difficulty in recruiting volunteers, and are constantly devising new ways to recruit, through advertising locally visiting local community groups and churches, electronically, via the LBB website and twitter. During Covid, this did not appear to be an issue, but now that people have gone back to work it is more difficult to get people to commit to the 9-5-time frame that is required. This continues to be monitored.

5. *Extra Care Housing (ECH), Care & support*

There have been 8 ECH visits over the last 12 months, even though there is no set target, it is expected that the provider offer support to ECH staff prior to a client with dementia moving into a scheme in the form of training etc, to enable a smooth transition. There were 11 ECH consultations, whereby both ECH s and LBB practitioners are supported with advice on working with people with dementia within the ECH environment.

6. *Memory Lane café & Peer support*

There has been a total of 108 memory lane and peer support cafes held over the last year, with an average of 21 clients attending each. There are currently 18 people on the waiting list to attend, due to lack of volunteers as stated above in 3.9.2, (4) above.

7. *Training and workforce development*

There were 16 full day training sessions completed by professionals, with a total of 167 professionals attending through the year. There were 51 carers' home coaching sessions with 80 carers' trained, there were 9 carers' workshops convened, with a total of 84 carers' attending. There are currently 55 carers' awaiting training.

3.9 Continuous Improvement and Value for Money

- 3.9.1 The provider has continued to work collaboratively with the local authority on improving the service, an example was the reconfiguration of the monitoring dashboard to ensure that the data collected was more informative and usable.
- 3.9.2 The provider in conjunction with the Memory Clinic, commenced a pilot for a new Cognitive stimulation surgery in May 2022. The Memory Clinic already provides therapy courses for people in the later stages of dementia. The new service offers Cognitive Stimulation information and resources for people and their carers at the early stage of their dementia journey. The pilot ran for a year, and due to the positive feedback from service users and their carers', and professionals, the pilot has now become part of the service offer and is added value to the general provision for Bromley residents as there are no additional costs involved.
- 3.9.3 In 2022, LBB commissioned Healthwatch Bromley to conduct an Enter and View (E&V) visit to the service. The visit covered all aspects of the service, such as observing the different groups, interviewing staff, volunteers, service users and carers. The overall report was positive. They did however give some recommendations to which the provider has responded and provided feedback.
- 3.9.10 The contract continues to operate within the original budget envelope.

4. SOCIAL VALUE, CARBON REDUCTION AND LOCAL / NATIONAL PRIORITIES

- 4.1 The Public Services (Social Value) Act 2012 requires local authorities to have regard to economic, social, and environmental wellbeing in connection with public service contracts.
- 4.2 The provider has a Bromley designated environmental champion who sets environmental goals for service staff and volunteers alike, advising on ways to save energy and to reduce waste, and raising awareness of environmental issues.
- 4.3 In line with LBB's Net zero strategy, the provider: -
- Installed cycle stands to encourage cycling instead of driving.
 - Encourages the use of public transport.
 - Promotes recycling – e.g., opting for second hand office furniture instead of new. minimising waste
- 4.4 The provider continues to offer employment and volunteer opportunities to Bromley residents.

5. STAKEHOLDER ENGAGEMENT / USER SATISFACTION

- 5.1 Initial feedback from operational colleagues has been positive; they have found the service very responsive in meeting the needs of the service users.
- 5.2 Feedback from the provider has also been positive, and state that 'Bromley is one of the few boroughs they have worked in where there has been such a joined-up approach in delivering a service.

- 5.3 In addition to quarterly case studies, the provider also conducts an annual Service user survey, a Carers survey, and a Volunteers survey, as per service specification, the results of which are relayed to LBB. Feedback from people accessing the service include the following:

Service User:

"Thank you for your help. You've helped me push through the psychological barriers of getting help. I was tucked away inside myself in depression, and you have made such a positive contribution. I really want you to know this." (DA service)

"The group's got me doing my poems again and thinking more. I've learnt to slow down and let things go; it's got my brain going again." (Young onset group)

Professional and Volunteers:

*"What I have gained today has given me the power to help people with dementia".
"I have thoroughly enjoyed and personally benefitted from being a befriender." (Befriending)*

Carers'

*"It has allowed me to look at dementia from the perspective of the person with the disease."
(Carer training)*

"Following the input of the Dementia Advisor, I had a better understanding of the impact of dementia on my uncle's level of functioning and learnt some new communication approaches that focussed more on validating how he felt than giving information that was often not understood. I also had a great awareness of my own needs and well-being as well as my uncles. I now feel better equipped to handle difficult conversations".

"The Memory Lane Cafe is Dad's highlight of the week, and he always speaks so highly of both you and the volunteer group." (Dementia café)

6. PROCUREMENT AND CONTRACT ISSUES

- 6.1 There are no current procurement or contract issues attached to this service.

7. TRANSFORMATION/POLICY IMPLICATIONS

- 7.1 Priority 4 in Bromley's Health and Wellbeing Strategy 2019 to 2023 is focused on Dementia. It sets out the partnership work we will undertake to address the following areas:
- Significantly improving awareness and understanding of Dementia so people have the information they need to reduce the risk of developing Dementia as well as live well with Dementia.
 - Ensure people with Dementia have equal access to the health and wellbeing support which is available.

- 7.2 Making Bromley Even Better Priorities:

(2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.

7.3 Other national and local policies/guidelines include the following: -

National

- The Care Act (2014)
- Mental Health Act (2007)
- Mental Health National Service Framework (1999)
- Mental Capacity Act (2007)
- Protecting Adults at Risk: London Multi-Agency Policy and Procedures to Safeguard Adults from Abuse (2014)
- NHS 10 Year Plan (2019)

Local Policies and Strategies

- Transforming Bromley (2019)
- Ageing Well in Bromley
- One Bromley
- Building a Better Bromley
- Bromley Health and Wellbeing Strategy (2019)
- Older Peoples' Strategy
- Joint Mental Health and Wellbeing Strategy

8. IT AND GDPR CONSIDERATIONS

8.1 There have been no IT or GDPR concerns attached to this service.

9. STRATEGIC PROPERTY CONSIDERATIONS

9.1 There are no Strategic Property considerations attached to this contract.

10. PROCUREMENT CONSIDERATIONS

10.1 In line with 23.2 of the Council's Contract Procedure Rules, an annual report must be submitted to the Portfolio Holder for all contracts with a value higher than £500k.

11. FINANCIAL CONSIDERATIONS

11.1 There are no direct financial implications from noting the contents of this report.

12. PERSONNEL CONSIDERATIONS

12.1 There are no Personnel considerations attached to this service.

13. LEGAL CONSIDERATIONS

13.1 This Committee is requested to note and comment on the information contained within this annual monitoring report as to the contract performance of BLG Mind regarding Dementia Post Diagnosis Support Services (Dementia Hub) which commenced on July 2020, for a five-year period and lasts until 30 June 2025 with the option to extend for up to a further two years. These services are provided due to the statutory requirements highlighted in this report.

- 13.2 The Council has a duty of care to have regard to the economic, social and environmental wellbeing in connection with public service Contracts as echoed in 'The Public Services (Social Value) Act 2022'. This Local Authority duty is also reflected under the 'Care Act 2014' promoting the wellbeing and safeguarding of adults. Similarly, the 'Equality Act 2010' and the 'Disability Discrimination Act 1995' promotes people with dementia in having a legal right to be protected from discrimination in all areas of their lives. The general principles of Dementia are also reflected in 'Bromley's Health and Wellbeing Strategy (2019-2023)' as outlined in clause 7.1 of the Report; 'Making Bromley Even Better Priorities' as outlined in clause 7.2 of the Report and are also reflected in the 'Other National and Local Policies/Guidelines' as outlined in clause 7.3 of the Report.
- 13.3 The Council also has both an implied and a specific power under section 111 of the Local Government Act 1972 to do anything (whether or not involving the expenditure, borrowing or lending of money or the acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental to, the discharge of any of their functions.
- 13.4 The Council's Constitution, at Part 4 – Rules of Procedure, provides the terms of reference for the Adult Care and Health Policy Development and Scrutiny Committee (ACH PDS) as it relates to the Adult Health & Care Portfolio. Under these terms of reference, this Committee is responsible for receiving reports and making recommendations on performance monitoring of services falling within the remit of this portfolio.
- 13.5 Contract Procedure Rule 23.2 provides that for all Contracts with a value higher than £500,000, or which are High Risk, an annual report must be submitted to the Portfolio Holder, the responsible Officers having submitted for consideration a formal Gateway Review, covering, as appropriate, the matters identified in the Council's standard Gateway Review Template for consideration as part of Contract Monitoring/Management requirements.

Non-Applicable Headings:	[List any of headings 4 to 16 that do not apply.]
Background Documents: (Access via Contact Officer)	[Title of document and date]