

Day Services Provider Engagement Event

Monday 22nd May 2023

Adult Social Care

Commissioning

Slide 1



Agenda

1. Welcome and introductions
2. Scene setting
3. Where we are now?
4. Breakout Session 1 (14.30 – 14:55)
5. Feedback from session 1
6. Summary of potential future models for Day Services and outcomes
7. Breakout Session 2 (15:15-15:40)
8. Feedback from session 2
9. Overall feedback and next steps

How you can input today

- Chat – please leave any comments, suggestions or questions in the chat
- Breakout Sessions - chance to input as part of group discussions
- Feedback Sessions – summary of group discussions
- After the event – through email

Scene Setting: Current Services

- Commissioned Day Services Currently provide services for 250 people
- Service are mainly for people with a primary need of Learning Disability (56%), but also for people with Physical Disabilities (25%), and Mental Health (6.5%)
- Mainly for adults aged 18-64 (76.5%), but for older people too
- Services are quite different with specific specialisms
- Some are more 'building based' and some more 'community based'
- Services are very much valued by Service Users and Carers

Scene Setting: Current Services

- Currently working towards the implementation of the new Single Framework.
- The Single Framework will be a tool to enable the achievement of Adult Social Care (ASC).
- Transformation, by enabling Bristol City Council (BCC) to purchase in a more innovative, streamlined way, which encourages collaboration, building capacity of Voluntary Sector Community Enterprise (VCSE) organisations, small to medium-sized enterprises, and diverse providers.
- Day Services currently sit under the Community Support Services Framework which will expire early next year.

What will the Single Framework look like?

- The single framework will have overarching:
 - Service Specification
 - Terms and Conditions
 - Pricing Schedule
 - Quality and Performance Framework
- Across 9 lots
- Opportunities to create contracts across lots

What are the lots?

Residential &
Nursing Care
Homes

Supported
Accommodation

Extra Care
Housing

Home Care

Support to Access the
Community, Day
Opportunities & Help
When You Need It

Direct Payment
Support &
Individual Service
Funds

Carers Support

Advocacy

Innovation

Are the service models going to change?

- There will be changes to the current Service Specification for Day Services, which includes the potential to blend service specifications across Day Services and Support to Access the Community (STAC) Services.
- The pricing structure will also be reviewed as well as considering both spot purchasing and block opportunities within the contract.
- We want to get your feedback and views today about future approaches to the model, pricing structure and outcomes.

What is our vision for future commissioned Day Services?

- Our vision will be shaped by further engagement and coproduction but is based on the following principles in line with our overall ASC Commissioning Strategy:
- High quality, community-based services in people's localities
- Focus on access to meaningful activities for people in the community as well as centre - based activities
- Focus on supported employment, volunteering and skills development
- Services reducing or ending when it is no longer required with good transitions
- People have more involvement in their local communities

Where we are now/ current challenges

Following a Needs Analysis, we know that:

- Needs are becoming more complex, with a rise in people with Mental Health needs and Dementia, as well as growing older population.
- This is causing an increase in those needing 1:1 and 2:1 support.
- Providers are seeing an increase in Mental Health needs, including those with anxiety and social isolation issues.
- Most service users have a carer, who rely on Day Services to offer respite.
- There is a lack of Day Opportunity services for older people, particularly in the North.
- Research also shows the take-up of social care services tends to be lower amongst Black, Asian, and minority ethnic older people than it is for the overall older population

Feedback from previous engagement

Feedback from previous engagement had told us:

- Many building-based day services are already supporting service users to access the community more and are thinking about developing a “hub and spoke” model.
- Supporting service users with complex needs within the community requires more specialist staff training and staff time.
- Services are trying to move service users into more independence but do tend to have a core group of service users who have been in the service a while.
- Many Day Services have sustainability concerns following the challenges presented by covid and the current cost of living crises i.e., rising rents
- Access to, and provision of suitable building space, can be a challenge
- Transport is becoming more expensive
- Providers would like a quicker assessment and review process

How will the Transformation of Day Services be achieved?

In summary we currently considering:

- Merging Day Services with Support to Access the Community Services under one specification and service model to help facilitate a move to more integrated community based support services and widen the choice of provision.
- Giving a stronger emphasis in the specification on community based, meaningful activities and a stronger focus on skills and supported employment opportunities.
- Looking to commission more hub - based, flexible Day Opportunity services that are focused in and around people's localities, more accessible, and culturally appropriate where needed

How will the Transformation of Day Services be achieved?

In summary we currently considering:

- Looking to commission a wider choice of Day Opportunity services including more options for Older People and people who need Mental Health support, and in specific geographies.
- Looking at other ways of Strengthening Day Opportunity provision including strengthening links with Shared Lives Provision, Community Services, and VCSE offers.
- We know Day Services are well-placed to support the preventative agenda, to identify and respond to needs, support mental and physical health of members and carers

Future Models?

- More focus on community based activities
- More emphasis on 'Locality Bases' / Hybrid offers / Digital offers / greater use of technology?
- Building services around people's support plans / supporting the lives people want to lead in their localities / emphasis on enablement and reablement
- More choice and flexibility within services, i.e. encouraging more weekend and evening based opportunities and a broader range of daytime opportunities

Future Models?

- Encourage partnership working, the use of a wider range of venues and services within the community and stronger links and integration with other VSCE and Health services where this may not be optimised - Are we making best use of assets?
- We know centre based services are valued because they can offer:
 - Community and meeting spaces that are seen as a local assets
 - Safe environments that are trusted by service users and carers
 - Changing spaces, specially adapted environments, and provision of indoor activities during bad weather
 - Kitchen and Café facilities

Pricing Approaches

We are considering:

- Reviewing the pricing model for Day Services to make this more consistent and transparent
- Considering if Block Purchasing may be suitable in some circumstances i.e. for services with more complex needs. Would this be useful?
- Look to maximise the opportunity for services to accept service users on personal budgets, direct payments and possibly Individual Service Funds? Maybe for less complex needs?