

Report to: STRATEGIC COMMISSIONING BOARD

Date: 29 September 2021

Executive Member: Councillor Eleanor Wills – Executive Member (Adult Social Care and Health)

Clinical Lead: Dr Vinny Khunger – Clinical Lead

Reporting Officer: Jessica Williams – Director of Commissioning

Subject: DEMENTIA SUPPORT WORKERS

Report Summary: The report sets out the requirements for a Dementia Support Worker Service within each Neighbourhood in Tameside. It is a role currently delivered by the Alzheimer’s Society and interfaces directly with Primary Care Networks (PCNs). The service was initially commissioned as a 3 year pilot through Care Together (under a TMBC contract), with agreement for ongoing funding from the CCG following review of impact. A one year extension was sought and granted by SCB in 2020/21 due to the impact of Covid and the challenges of taking a service out to full tender during those uncertain times. This business case now seeks permission to undertake a formal tender exercise

Recommendations: The Strategic Commissioning Board be recommended to support the CCG in proceeding to direct contract award (under the revised GM contracting principles) for a Dementia Support Worker Service for a three year contract. Total contract value £330,000.

Financial Implications:
(Authorised by the statutory Section 151 Officer & Chief Finance Officer)

Proposal	2022/23	2023/24	2024/25
Dementia Support Workers	£110,000	£110,000	£110,000
Budget Allocation (if Investment Decision)			
CCG or TMBC Budget Allocation		CCG	
Integrated Commissioning Fund Section – S75, Aligned, In-Collaboration		Section 75	
Decision Body – SCB, Executive Cabinet, CCG Governing Body		SCB	
Value For Money Implications – e.g. Savings Deliverable, Expenditure Avoidance, Benchmark Comparisons			
Mental Health is a national priority across Health and Social Care. Treating and supporting Mental health and related illnesses such as Dementia early can prevent health needs escalating quickly, and improve economically within communities and the sociology within the population. As detailed in 2.5 there is clear evidence that the proposal demonstrates value for money when comparing to emergency admissions/ potential institutionalisation.			

Additional Comments:

TMBC currently hold the contract and recharge the CCG who have the recurrent 110k budget within their financial position. The current contract is due to terminate on 31/03/22 and therefore requires a formal tender process with full procurement. This tender is an essential process to ensure continued value for money and that the intended outcomes are delivered or

exceeded. This will therefore generate efficiencies and will benefit the system economy.

Please note that given the NHS reforms it is caveated that this plan may alter over the course of time.

Additional guidance has since been provided by STAR procurement that this contract meets the requirements set out in the revised GM Contracting principles and therefore is able to be awarded under the direct award recommendations.

Legal Implications:

(Authorised by the Borough Solicitor)

The reasons for the procurement of the dementia support worker service are set out in the main body of the report.

The project officers should ensure that advice is sought from STAR in relation to the expiry of the current contract and the procurement exercise to ensure that it is compliant with relevant legislation and internal procedures.

What is the evidence base for this recommendation?

National Five Year Forward View for Mental Health and the NHS 10 Year Plan

Is this recommendation aligned to NICE guidance or other clinical best practice?

The business case directly addresses the requirements set out in Dementia: assessment, management and support for people living with dementia and their carers (2018)

How will this impact upon the quality of care received by the patient?

If additional funding for mental health support is committed access to and quality of care for patients will be improved.

Access to Information :

The background papers relating to this report can be inspected by contacting Chris Pimlott



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1. INTRODUCTION

1.1 In September 2017 the Strategic Commissioning Board agreed to:

- (a) Commission a pilot for Dementia Support Workers (DSW) in each Neighbourhood in Tameside
- (b) Establish Dementia Practitioners (DPs) in each neighbourhood team by investing in three new roles to add to existing PCFT CMHT nurses, Willow Wood Dementia Nurse and ICFT Admiral Nurse capacity

This business case will explore the development and output of the pilot and propose recommendations for next steps.

1.2 The Dementia Practitioners are an integral part of the multi-agency dementia pathway, acting most often as the initial point of contact, following referrals from the Memory Assessment Service or from Primary Care, are a key role within the holistic post-diagnostic support pathway. The Dementia Support Workers

- Provide post diagnostic support to people and their carers/ families and work with dementia practitioners (DPs) to support an allocated caseload, providing emotional support and promoting access to emotional support/mental health pathways;
- Offer a consistent relationship across primary/acute/secondary care and collaborate with local resources and, with Dementia Practitioners, build capacity/capability in primary care, community services and the voluntary and community sector;
- Work as members of the Integrated Neighbourhood Services, notably with the specialist Dementia Practitioners, support access to advocacy services;
- Link with Palliative Care Team;
- Facilitate and support peer to peer support through a rich community offer
- Work closely with the social prescribers within the neighbourhood teams.

1.3 It is a role currently delivered by the Alzheimer's Society and interfaces directly with Primary Care Networks (PCNs), The service was initially commissioned as a 3 year pilot through Care Together (under a TMBC contract), with agreement for ongoing funding from the CCG following review of impact. A one year extension was sought and granted by SCB in 2020/21 due to the impact of Covid and the challenges of taking a service out to full tender during those uncertain times. This business case now seeks permission to undertake a formal tender exercise.

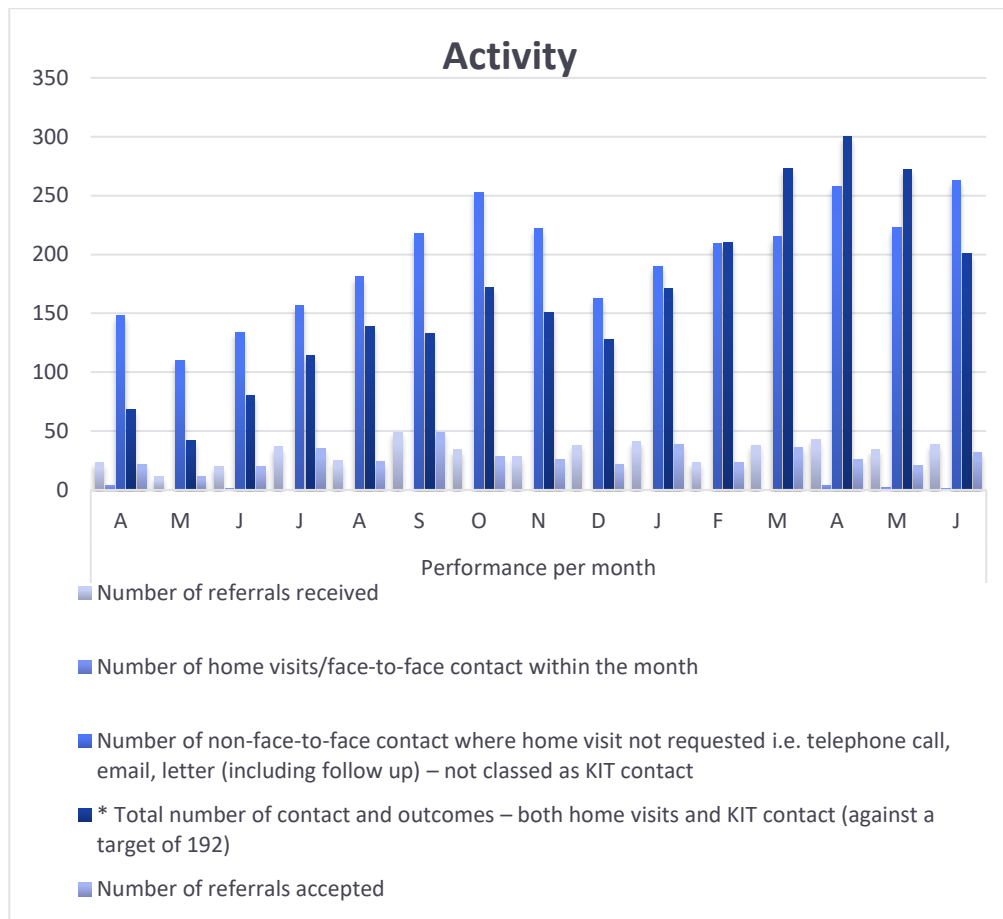
2. LOCAL CHALLENGES AND OPPORTUNITIES

2.1 Due to the hard work of the Memory Assessment Service and GP Practices in increasing the detection and diagnosis rate of dementia, this in turn has meant a subsequent increase in the numbers of people seeking support post diagnosis, often at an earlier stage in the illness to previously.

2.2 There are existing services to support people with dementia post diagnosis, however due to the increasing numbers of those being diagnosed, these services are likely to be stretched to meet the needs of people with dementia and their carers.

Impact of Pilot

2.3 A community of practice for dementia has been established within the locality, of which the dementia support workers have been a key part. Gathering and reporting of this data has been interrupted due to the Covid-19 pandemic, however, the support of the community dementia support workers remains an integral plan for the integrated dementia pathway in the longer term.



2.4 Following the introduction of the integrated dementia pathway, and increased community support for people living with dementia people continue to see the following benefits

A reduction of the number of people on the dementia register prescribed anti-psychotics (in July 2019 this was 9.5%, in Jan 2021 this has reduced to 8.5%)

- Early diagnosis and a rich post diagnostic support offer provides a chance for both practitioners and people with dementia and their carers to work together and set goals for care and support, and make important decisions about post-diagnostic support needs and care.
- People living with dementia (and their families) previously found it difficult to get information, advice and support about their diagnosis, and access to available services throughout their life with dementia. The dementia support workers have addressed this gap in provision
- Education and psychosocial interventions, including information, advice and support for newly diagnosed people is a priority and has helped people with dementia and their carers cope with the psychological distress caused by the impact of a diagnosis and the implications including potential losses.
- Provision of post-diagnostic support services for dementia has helped people to continue living well in the community, provide information and support; help people to manage issues as a result of getting a diagnosis; and delay admission to long-term residential care

2.5 Service User feedback

- I feel really well supported by the dementia support workers
- I would like to say a massive thank you, your support for my parents has been priceless, my Mum always comments that you always get back to her when you say you will, she feels the Alzheimer's Society have been the only constant supporting service involved – the relationship you have formed with my Mum has

made it much easier for her to speak to you about delicate matters and she has told us as a family how professional and non-judgmental you have been.

- The dementia support worker has lots of experience and knowledge, she took a lot of time and effort in explaining to myself and then my daughter – we are very grateful.
- As a family not all living close to our parents knowing your continued support for Mum has taken the guilt of us not being able to be there in person, you have spoken with GP, Social Worker, sent relevant information for us all – we are very grateful for this compassionate support for our parents.
- I think I would have cracked if she had not got me support from the dementia support worker
- The Dementia Support service has been wonderful in the amount of support, understanding, compassion, empathy, and determination to get the best outcome for my parents has been second to none.
- I was not sure what to expect, ...the dementia support worker was very understanding and took a great deal of time and effort in completing my assessment over a few calls as I felt a little overwhelmed and just getting used to the idea of the diagnosis.
- Knowing there is someone who has a good knowledge and understanding of dementia and what is going on in Tameside and even getting us support with LPA and benefits – all those things seemed overwhelming when they were first brought up in conversation but the dementia support worker has been able to guide us through and referring us to an amazing service to help us complete the forms – can't thank her enough.

Cost benefits

- 2.6 There have been a number of research studies that have been published that review the costs benefit of having a collaborative post diagnostic dementia pathway. All studies agree that this both reduces direct costs to health system (through reduced hospitalisation and delaying institutionalisation), and an increased in quality of life in later years. (Michelowsky et al 2019, Clarkson et al 2016, NICE 2016) with the latter reporting for every £1 invested £4 is subsequently saved.
- 2.7 The service will provide contact for people with a diagnosis of dementia through direct follow up contacts (keeping in touch) and also through referrals from the Memory Assessment Service and from Primary Care. Through monitoring of early warning features of relapse and the connection into the wider dementia care support pathway, this will enable early identification of relapse while also promoting optimal self-care. The service is commissioned to provide 198 contacts per month, both through initial assessments and further follow up. They will be a key gateway into accessing additional support from within the post diagnostic pathway, and enable more specialised practitioners to focus on those with higher levels of need. The service will also work closely with other parts of the system to ensure seamless stepping up and down based on individuals needs

3. PROPOSAL REGARDING COMMUNITY DEMENTIA SUPPORT WORKERS

- 3.1 Following reviewed advice from STAR Procurement, the CCG has been advised that this meets the requirements of the revised GM contracting principles and therefore is able to go to direct award until 31/03/2025

Investment Proposal

- 3.2 It is proposed to go out to tender for a three year, plus two, contract with a total value of £330,000, uplifted by MH Contract requirements per annum.

	2022/23	2023/24	2024/25
Dementia support workers	£110,000	£110,000*	£110,000*

* will include annual uplift subject to NHSE guidance

Next Steps

- 3.3 A procurement team will be established to refresh the service specification, with people with dementia and their families, and prepare relevant contracting documentation. The time line is as follows:

29/09/21	Present to SCB
4/10/21	Convene procurement team and refresh service spec
11/10/21	Completion of award and sign off of contract

4. RECOMMENDATIONS

- 4.1 As set out at the front of the report.