

# **Details of Building Based Day Care services commissioned for Older People and People with Physical Disabilities**

**April 2019**

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### Document details

Title	Details of Building Based Day Care Services Commissioned for Older People and People with Physical Disabilities
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## **1. Commissioning building based day care services for older people and people with physical disabilities in Staffordshire**

Staffordshire County Council currently commissions and funds day care for people with specialist complex needs, including dementia and other long-term conditions across the County. The services aim to provide high quality care and support to meet individualised outcomes for service users with the highest level of needs and their carers.

A priority for Staffordshire’s adult social care services is to support people to live independently in their own home for as long as possible and we therefore commission all care services on an enabling model. This model is intended to prevent, reduce or delay individual reliance on statutory services, maintain independence and improve quality of life.

We recognise the part that day care centres play in providing carer respite and supporting people to remain in their local community and preventing or delaying the need for residential care, regardless of their funding source. We encourage models which promote the principles of enablement, independence and rehabilitation and those which help people to help themselves by connecting them to assets and resources within their local communities.

## **2. Understanding the local market place and demand for day care**

In July 2018 we undertook a survey of day centre providers to improve our understanding of this market place and of the demand from people who self-fund their own packages of care. We wrote directly to 27 providers in the County and received responses from 13 providers. We have used the feedback to inform this market position statement and an analysis of the survey responses is attached at Appendix 1.

## **3. The current state of supply in the older people’s day care centres market place in Staffordshire**

### **3.1 Details of services commissioned**

We currently block contract with three organisations for the provision of specialist day care for older people and people with complex needs, see Table 1. Our contracting model is to purchase a specified number of block-booked places with an option to purchase additional supplementary places at a day rate.

**Table 1: Contracted day care providers in Staffordshire March 2019**

<b>Provider</b>	<b>District</b>
Approach	East Staffordshire
Age UK South Staffordshire	South Staffordshire, Cannock, Tamworth, Lichfield
Age UK Stafford	Stafford

Across the County, in addition to the block contracts above, we also purchase day care from a number of providers through direct payments or on a spot purchase model.

#### **4. Commissioning Intentions**

The Council will be reviewing its current contract and funding arrangements for re-provision from 2020. Current arrangements include a mixture of block contracted capacity, spot contracts, direct payments and managed accounts to meet current demand.

#### **5. Key market messages**

We are exploring systematic methods to improve information from our contracted services on performance, individual outcomes and the customer experience.

Whilst our information on day care centres suggests that there is a good range of providers and available capacity within the market place there are still opportunities for day care centre providers to explore:

- Day care centres which connect people with assets and resources within their local communities or that use low or no cost venues.
- Care home and extra care providers may consider using their facilities to offer day care to the local community.

We recommend that any providers looking to develop day care services carry out local research (for example, using the [Market Position Statement Intelligence](#) evidence base for day care services and using [Staffordshire Connects](#)) and consulting with local people and adult social care practitioners to explore the local opportunities and demand.

#### **6. How to contact us**

Providers can contact us by emailing the Health and Care engagement inbox:  
[healthandcare@staffordshire.gov.uk](mailto:healthandcare@staffordshire.gov.uk)

## Findings of the Day Care Survey Conducted by the Market Development and Quality Assurance Team - July 2018

### 1. Background

When we revised our market position statement (MPS) for day care for older people and people with physical disabilities in June 2018 we recognised that we needed to improve our knowledge and understanding of the wider provider market place and the numbers of self-funders and Direct Payment (DP) users. With input from a large voluntary sector day care provider, we devised a survey to find out more about the market place and its pressures. A copy of the full survey, which was sent out for consultation from 27<sup>th</sup> June to 17<sup>th</sup> July, is attached at appendix B.

We emailed the survey to 27 Staffordshire providers of day care for older people and/or people with physical disabilities that we identified either on our CareDirector system, on Staffordshire Connects, housingcare.org or by a Google search. In total 13 (48%) providers responded. We also advertised it on our [Information for Providers](#) website and sent it out via social media to all providers registered with Staffordshire's Care Market Development Team.

We collated and analysed the survey results and the anonymised findings are summarised in the following sections.

### 2. How we have used the information from the survey

We have used the information providers shared with us in the following ways:

- To understand demand for day care from self-funder and direct payment users;
- To inform the market place, via our MPS documentation, of the current self-funder and direct payment user numbers, market place pressures, general demand and supply, and other key challenges;
- To inform commissioning intentions;
- To address areas where the Council has a role such as reviewing how we can improve access to available information about services for people who are looking to buy services with a direct payment or privately and ensuring providers are aware of business support, including training opportunities, available to them.

### 3. Description of the provider market from the survey

Three providers operated services at more than one site: two providers collated their information into one overall response; the third provider sent two separate responses, one for its main day care service and one for its outreach services.

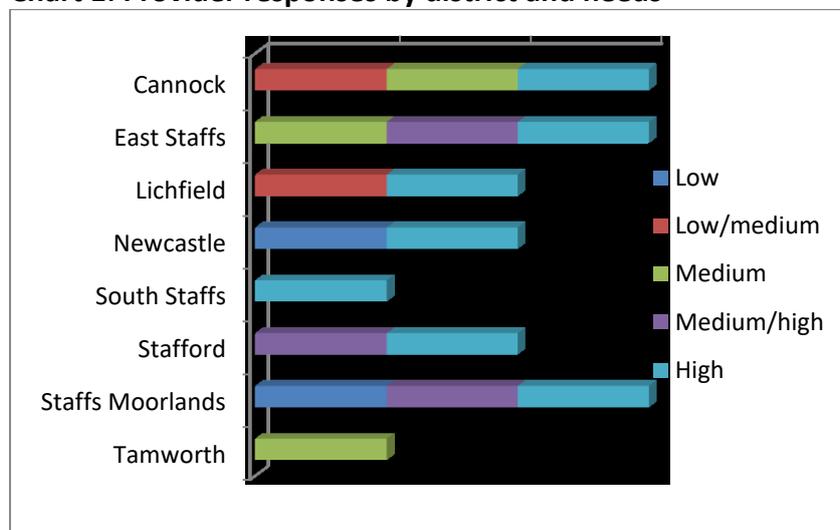
We received responses from providers covering a range of user needs from highly complex needs or limiting conditions to some that might be classified as social or lunch groups.

For the purposes of the analysis we grouped the providers according to whether their client groups had predominantly high, medium or low-level needs. Services whose clients had mostly social isolation needs were classified as low-level and those with a majority of clients with complex needs such as later stages of dementia as high level. Please note that as we did not have full client information this should be considered as indicative only.

#### 4. Geographical coverage and client need

Using the above definition, we then grouped providers into the geographical areas which they covered. Several providers operated in more than one district; therefore, the provider numbers in Chart 1 do not total 13.

**Chart 1: Provider responses by district and needs**



#### 5. Rates and costs

All providers operated a day rate for DP users and self-funders. There were other examples of providers charging an hourly rate and a half-day rate.

Two providers charged enhanced self-funder rates for people with higher needs who needed additional staff support and one provider operated an enhanced DP rate for people with higher needs.

The overall average self-funder rate was £18.26 per session. The total self-funder range was £5 - £57.50 per session.

This range encompassed a wide variation in the complexity of needs.

7 providers (54%) submitted a Direct Payment rate.  
 The direct payment rate range was £25 - £49.50 per session.  
 The average direct payment rate was £42.36 per session.

Transport and lunch costs

9 providers supplied their transport charges and 12 providers supplied their lunch rates.

**6. Proportions of self-funder and DP users**

- 10 providers (77%) gave us the number of people who pay for their own care in full which ranged from 23% to 100% of their total clients.
- 10 providers (77%) gave us the number of people who pay for their own care in full using a direct payment which ranged from 0% to 48%.
- Amongst the providers who responded, the average self-funder demand was 41%.
- The average proportion of people using direct payments to access services was 9%. Three providers (23%) did not have any DP users and four (31%) did not provide this information. (NB One provider who has a predominantly learning disability client group was excluded from these figures as their overall direct payment and self-funder numbers were not felt to be indicative of its older people clients and the high percentage of people in receipt of direct payments would bias the figures).
- The Council was paying for 46 people by invoice = 7%

**7. Service availability**

**Table 2: Weekly days of operation**

Number of days per week service operated	Number and percentage of providers
7 days	0
6 days (includes Saturdays)	2 (15%)
5 days	5 (38%)
4 days	2 (15%)
3 days	2 (15%)
2 days	2 (15%)
1 day	1 (7%)

Activity levels versus capacity

In total the providers who responded could accommodate 2100 day sessions per week within their current opening hours. Around 1350 day sessions were used per week; therefore it would appear that current services were running at around 64% of full capacity, with 36% of places available. The survey did not look at why this was the case, the financial impact of under-utilisation or whether additional recruitment would be needed to access such services

if they were to run at full capacity. This may warrant further evaluation of these factors to understand why this is happening and its impact.

Three providers (23%) stated they had current capacity due to low/falling demand.

One provider (8%) stated that it was full and the other 12 (92%) indicated that they had capacity within their services (although not necessarily at all of their service locations); therefore, there was available capacity in all districts either by empty places on current opening days or potential to open on additional days. The latter option was likely to involve additional recruitment.

Amongst the responder cohort, there was a minimum of one provider in each district and a particularly strong coverage in East Staffordshire where five providers responded.

As several providers covered more than one district it was not possible to show accurately the available capacity by district.

Some examples of providers' suggestions as to why they were experiencing low demand included:

- People were not aware of what services were available or where they were, because of lack of information about services.
- Self-funders were deterred by the costs of services.
- People were entering services later.
- Professionals were not referring into services.

There is a full analysis of responses in the Appendix.

### Unmet demand

Two providers identified potential unmet need and the need for service development in rural outlying areas.

There were examples of services which were full and operating a waiting list, and providers who were considering opening on additional days to address this.

## **8. Staffing, recruitment and retention**

The majority of responses did not mention recruitment and retention. Of those that did there was a broad range of experience from being problematic to a positive experience.

Two providers (15%) stated that the increased complexity of users' needs meant they had to operate higher staffing ratios, and two providers (15%) stated that user complexity led to increased staff and training needs and associated costs.

## **10. Main themes from provider responses**

An analysis of provider responses to questions on trends, opportunities or challenges can be found in the Appendix. Some of the key themes included: increased complexity of needs, people were entering services later and that demand from self-funders had fallen or was delayed due to costs of services.

## **11. Key messages from the survey**

1. There was a wide range of providers who covered low – high needs. The majority of services were for people with high level needs.
2. There was potential capacity available in all areas, amongst the providers who responded, totalling about 750 places across a large range of needs.
3. Based on evidence gathered in this survey the majority of demand was firstly from people with dementia needs and secondly social isolation.
4. Many providers were experiencing a fall in demand but day care services for people with high or high-medium needs were operating waiting lists or had experienced a slight increase in demand.
5. Self-funders and people with funded care packages were entering services later, which meant they had more complex needs and stayed for a shorter period before they entered more intensive services such as residential care.
6. Service providers of all sizes and with different main client groups reported that users were progressively presenting with more complex needs, usually arising from dementia and frailty.
7. Increased numbers of people with more complex needs put greater demands on staff, staffing levels, staff training and cost.
8. Availability of service information was poor and users/carers didn't know what services were available or where to find information about them.
9. The self-funder market place was challenged by the cost of services.
10. Demand from people who paid for their own care in full averaged 41%.
11. Demand from people who used a DP to pay for their care in full averaged 9%.

**Analysis of provider responses to the questions on trends and opportunities:**

**Table 3: Trends in the numbers of people of their types of needs or complexities**

No.	Comment	No. of providers
1	More complex needs	5
2	People enter services later	3
3	Low demand	2
4	More complex needs require higher staffing ratios	2
5	Shorter stay before people enter residential care	2
6	Carers struggling/at crisis point when they enter services	2
7	Less professionals signposting	1
8	Self-referrals/private payers enter earlier	1
9	Later entry into service makes it more difficult for people to settle	1
10	Over time people with similar needs have moved from being fully funded to self-funder	1

**Table 4: Opportunities for service development or geographical areas where there are unmet needs**

No.	Comment	No. of providers
1	Need to develop support with care navigation/accessing service information	1
2	Lack of service awareness	2
3	Need for additional capacity in rural areas of North Staffordshire	1
4	Operating a waiting list	1
5	Need for service development in south east Staffordshire	1
6	To develop carer support	1
7	Can only offer transport provision to services users in certain areas	1

**Table 5: Other challenges or pressures on the current market place for day care**

No.	Comment	No. of providers
1	Reduced/delayed self-funder demand due to costs/referrals have increased but self-funders are not always willing to pay the cost	4
2	Challenged recruitment and retention	1
3	Slight increase in demand for complex provision	1
4	Day care role in delaying admission to more intensive services	1
5	Delays in funding approval	1
6	Lack of social worker referrals	1

No.	Comment	No. of providers
7	Funding approval not being given	1
8	Families struggle to get service information	3
9	Increased staff and training needs and associated costs due to user complexity	2
11	People have less days	1
12	Lack of voluntary sector funding	1
13	Low demand	1



Health and Care  
Staffordshire Place 1  
Tipping Street  
Stafford ST16 2DH

Please ask for: Jackie Averill  
Tel: 01785 277319  
Email: [jackie.averill@staffordshire.gov.uk](mailto:jackie.averill@staffordshire.gov.uk)

**Ref:**

**Date:** 27 June 2018

Dear Provider

**Survey - understanding trends and demands in the building based day care for older people marketplace in Staffordshire**

The Market Management and Quality Assurance Team, in conjunction with Adult Social Care Commissioners, are in the process of reviewing our Market Position Statement for Older People and People with Physical Disabilities in Staffordshire.

To inform this work we want to get a better understanding of the local building based day services market place for older people as a whole: the types, numbers and locations of provider organisations, their service charges and current challenges, the needs of their client group and where they feel the gaps in service provision are. One of our main areas of interest is the demand for self-funded places (also known as privately paid places) as there is a lack of firm evidence about the size of this market place. We want this information to help us understand demand and sufficiency of supply of services. It will also be taken into consideration to inform future commissioning intentions and shared with commissioners who are reviewing the current day service contract.

I am writing to day care providers who offer care and support to older people and people with physical disabilities to ask if you would share information to give us insight into the current market place for these services.

I have attached a survey in Word format and would be very grateful if you could complete and return it to me at the email address above by 17 July 2018.

We will use the findings of the survey results in our Market Position Statement documentation, ensuring individual responses remain anonymous. We expect to publish this on the [Information for Providers](#) website later this summer where it will be

available for all providers, current or future, to help you understand the market place in Staffordshire, and identify gaps and opportunities.

Please do not hesitate to contact me if you have any queries, or want this survey in a different format.

Many thanks for your support with this.

Yours sincerely

A handwritten signature in blue ink that reads "Jackie Averill". The signature is written in a cursive style with a large initial 'J'.

Jackie Averill

Market Management and Quality Assurance Team

**Understanding trends and demands in the building based day care for older people marketplace in Staffordshire – June 2018**

**Please note: if you operate day services in different locations please complete a separate form for each location.**

**Please only include information for people who live in the Staffordshire County Council area, (for the avoidance of doubt, please do not include people who live in the Stoke City Council area).**

Name and address of service:

Name of person completing this survey:

1. How many places per day are available in your day service?

Mon	Tues	Weds	Thurs	Fri	Sat	Sun

2. How many people are currently registered to attend per day?

Mon	Tues	Weds	Thurs	Fri	Sat	Sun

3. In total, how many individuals are registered to attend your day service?

4. How many individuals pay for their own care i.e. private payers/self-funders (Please indicate 'Unknown' if you don't have this information?)

5. How many individuals use a Direct Payment from Staffordshire County Council to wholly pay for their care (please indicate 'Unknown' if you don't have this information?)

6. How many individuals are paid for by Staffordshire County Council on an invoice basis (i.e. where there is no contract)?

7. What are your current charges (please exclude transport and lunch costs from your daily charge information and indicate 'Not applicable' where appropriate)?

	Hourly rate	Half day rate	Full day rate
Private/self-funder rate			
Direct Payment rate			

8. What are your current daily charges for transport and lunch (please indicate 'Not Applicable' if you do not provide either of these)?

Transport	Lunch

9. What is the primary diagnosis for your service users?

	<b>Primary Diagnosis</b>	<b>Number of service users with this primary diagnosis</b>
1	Dementia	
2	Parkinson's or Huntington's	
3	Stroke mobility	
4	Heart	
5	COPD	
6	Multiple Sclerosis	
7	Social Isolation & mobility	
8	Other	
9	Don't know	

10. Have you noticed any trends in the numbers of people or their types of needs and / or complexities coming to your day service, if so what are they?

12. Are you aware of any opportunities for service development or geographical areas where there are unmet needs? If so please tell us about them?

13. Do you have any other observations about other challenges or pressures on the current market place for day services that you would like to share with the Council (for instance recruitment and retention or workforce development) to help shape our knowledge/planning?

14. Please indicate if you are happy to be contacted further to discuss responses within this survey?

Yes	No

Thank you for your support in completing this survey.

Please return the completed questionnaire to Jackie Averill, Commissioning Officer, Staffordshire County Council by at [jackie.averill@staffordshire.gov.uk](mailto:jackie.averill@staffordshire.gov.uk) by 17 July 2018.