

SECTION B PART 1 - SERVICE SPECIFICATIONS

Service Specification No.	003
Service	Dementia Community Links Service
Commissioner Lead	Lancashire and South Cumbria ICB
Provider Lead	
Period	2023-24
Date of Review	

1. Population Needs

1.1 National/local context and evidence base

Age Concern Central Lancashire will provide a Dementia Community Links service to the population of Preston and South Ribble, within the scope of primary care for patients served by NHS Lancashire and South Cumbria ICB. This service will be provided for adults with a diagnosis of Dementia (this will include people under 65 with a diagnosis of Dementia) and those with memory concerns (without a formal diagnosis).

The core purpose of the Dementia Community Links service is to focus on enablement for the individual service user, the reduction of social isolation, the maintenance of skills, whilst maintaining independent living and promoting quality of life wherever possible. The service will primarily be safe guarded for those with co-morbidity of physical health need and frailty commonly associated with ageing.

In meeting its core purpose, the Dementia Community Links Service should aim to provide services that not only meet the needs of its customers, but also provide additional value and utility to the local health care economy to which it serves. To this end, the service should be committed to working in partnership with its commissioners and local health care economy to:

- a) Deliver high quality services in line with national strategy
- b) Provide services that deliver the best possible outcomes
- c) Ensure that the services provided represent the best value for money
- d) Develop staff to provide the necessary skills to meet operational objectives

2. Scope

2.1 Aims and objectives of service

In line with the Corporate Objectives of the former NHS Greater Preston CCG, the aims and objectives of the Dementia Community Links Service are to:

- i) Provide the highest quality safe, accessible community services
- ii) Maximise health, wellbeing, independence and choice for all service users
- iii) To develop and improve services by engaging with and listening to service users and their carers, using innovative and flexible approaches
- iv) Ensure that the Dementia Community Links Service is efficient and effective and makes best use of available resources.

2.2 Service description/care pathway

To provide a Dementia Community Links service to residents of Preston and South Ribble with a diagnosis of Dementia (this will include people under 65 with a diagnosis of Dementia) or memory concerns (without a formal diagnosis). The service aims to target those in a period of transition following an initial diagnosis, where the focus would be on the maintenance or re-development of skills. Support to an individual from the service would be subject to a monthly review as a minimum requirement and the maximum length of stay within the service should be no longer than 6 months.

To provide added value it is expected that staff from the service will also offer advice, information and support to individuals on a range of issues and signpost to other services or agencies as required. It is expected that Age Concern Central Lancashire will look to further develop the service through the recruitment of additional volunteers to enhance the capacity of the service.

The service will aim to promote good health, wellbeing and quality of life by the provision of this service, targeted to those with dementia or memory concerns.

The service will focus on enablement for the individual service user, the reduction of social isolation, the maintenance of skills and support through a period of change, including the following interventions:

- Practical support to maintain or re-develop daily living skills
- Support in undertaking social pursuits
- The maintenance of community presence
- Involvement in Educational or creative activities
- Signposting, advice and information on complementary services
- Supporting individuals to access Age Concern Central Lancashire Day Support Services
- Support to Carers through advice and guidance, as well as by providing respite through the above activities
- Involvement in developments such as Dementia cafes

Access to the service is via an open referral process. This includes any health and social care practitioners, self-referrals, wellbeing and other services/agencies involved in the provision of care and support to older adults in South Ribble and Greater Preston. Referrals received will be assessed to confirm the need for the service and appropriate level of support.

Response time & detail and prioritisation

Users for this service will be prioritised for an assessment appointment from the time of the referral being made, and if suitable to receive the service, their first appointment will be made according to the priority of need.

When referring to other services/agencies the appropriate care pathway will be utilised.

Discharge Criteria and Planning

Support to an individual from the service would be subject to a monthly review as a minimum requirement and the maximum length of stay within the service should be no longer than 6 months.

Appropriate discharge planning should be undertaken prior to an individual's discharge from the service setting a target of supporting people in accessing mainstream interest groups as appropriate in order to step out of the service.

2.3 Population covered

The service will be made available to residents of Greater Preston and South Ribble with a diagnosis of Dementia (this will include people under 65 with a diagnosis of Dementia) or memory concerns (without a formal diagnosis).

2.4 Any acceptance and exclusion criteria

Potential service users will receive an assessment prior to commencing the service. Each service user will have an individualised support/action plan.

Exclusion:

Those who do not meet the criteria for the service.

2.5 Interdependencies with other services

The service will be a key component of the wider Community Mental Health Team (CMHT) and Memory Assessment Team (MAS) there is an expectation that close integrated working relationships will be maintained between the service staff.

3. Applicable Service Standards

3.1 Applicable national standards e.g., NICE, Royal College

Standards within the National Dementia Strategy "*Living Well with Dementia*" (DH 2010) apply.

3.2 Applicable local standards

The service will be delivered whilst working within agreed guidance and protocol. The service will be expected to develop policy and practice documents to ensure clinical governance, clarity on eligibility, assessment and working processes and protocols around inter-working relationships. Age Concern Central Lancashire's policies on recruitment and Human resource management will be made available to commissioners on request. All Dementia Community Links workers should be subject to appropriate DBS clearance.

Local guidelines will also be developed and introduced:

- i) In response to new national guidance
- ii) To establish best practice
- iii) To minimise a risk that has been identified via an adverse incident, a risk assessment or a significant event analysis
- iv) To improve outcomes
- v) To improve service user's safety
- vi) To provide support and guidance for staff

vii) To ensure a rigorous and consistent approach to a procedure

viii) To establish a new procedure as necessary

3.3 Whole System Relationships

i) The service user experience

The Provider will arrange for a user satisfaction survey to be undertaken to provide feedback on the service user experience. The survey will be undertaken annually to ensure year on year service improvements.

ii) Service user complaints

As part of its continuous improvement strategy, the ICB views service user complaints as potential learning experiences where service improvements can be identified or learning experiences shared. The Provider will address any complaints appropriately and the service will adapt according to lessons learnt.

iii) Collaborative working

To ensure a person-centred approach is encouraged when providing individual care, it will be necessary for the staff within this service to have the skills and expertise to provide advice, information and signpost individuals to other appropriate services. Therefore, it is essential these staff understand related services across health and social care, statutory, independent and third sector services.

4. Key Service Outcomes

The Dementia Community Links Services will be based around key quality outcomes:

- i) Contribute to the reduction of admissions to secondary care
- ii) Reduction in primary and secondary care dependency
- iii) Promotion of independent living
- iv) Maintenance of community presence
- v) Reduction in social isolation

As part of its audit programme, the Dementia Community Links Service will be measured as part of its outcomes by the following:

- i) Service user waiting times for the service
- ii) Levels of user satisfaction

5. Location of Provider Premises

The Provider's Premises are located at:

Charnley Fold, Cottage Lane, Bamber Bridge, Preston, PR5 6YA
And Lostock Hall Friendship Centre, Lourdes Avenue, Lostock Hall PR5 5TA

The service will be undertaken mainly as a domiciliary service provided to individuals within their own home, but community settings must be utilised where deemed appropriate.

The service will operate Monday – Friday excluding Bank Holidays.

9.00 am – 4.45 pm (Monday – Thursday)

9.00 am – 4.30 pm (Friday)

However, the times of the service should be flexible to an individual's needs and interests. It is expected that the utilisation of the hours available to the service should be managed flexibly by the co-ordinator to accommodate the potential to deliver services in the evenings and at weekends, where this supports the interventions required to meet an individual's support plan.

6. Individual Service User Placement

N/A