

Integrated Impact Assessment

Summary Report

Each of the numbered sections below must be completed

Interim report	x	Final report	
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(Tick as appropriate)

1. Title of plan, policy or strategy being assessed

Award of contracts Day Opportunities for Older People for year 2021/22

2. What will change as a result of this proposal?

In response to the government COVID-19 restrictions, building based support has been suspended since March 2020. Contracted providers moved quickly to offering remote support via telephone and video calls, some provided practical support with delivering shopping and medication and provided meals where required. As restrictions were eased, providers have commenced outreach support in the person's own home and supported them to access local community amenities which had reopened. This shift in service delivery model has been significant.

A new contract award is proposed for the year 2021/22 to ensure day support for older people can continue in a safe way and in line with changing government guidance related to the COVID-19 restrictions. Implementing Scottish Government guidance will result in a significantly reduced capacity to offer building-based, group support. This proposal offers a blend of building-based group and community outreach support.

The older people day opportunities will be a service registered with the Care Inspectorate and will support older people to have improved wellbeing and quality of life in their communities. This may be a geographical community or minority ethnic community. The provider will offer a range of building based group support and/or community outreach which may be in small groups or on a 1:1 basis. The provider will offer a range of meaningful activities for older people and short breaks for carers. The impact of the support will be evidenced through changes in the person's mental health and cognitive and physical abilities.

The main changes to previous building based support provision are:

- Reduction in required length of support within a building from four hours to three hours
- The offer of remote/digital and 1:1 outreach support in the persons own home or local community.
- Support will be provided in line with ongoing public health measures related to the coronavirus pandemic for example, physical distancing and the subsequent reduction in group sizes, use of face coverings and surgical face masks and other Personal Protective Equipment (PPE).
- This new model will provide approximately 100 session per week less than the EHSCP originally intended to commission.
- Some providers may need to vary their Care Inspectorate registration.

3. Briefly describe public involvement in this proposal to date and planned

There has been no direct public involvement in this proposal to date. The proposal has been informed by feedback from people using the current services via the provider organisations and ongoing discussions with providers and EHSCP staff involved in connecting people to supports.

4. Date of IIA

03/02/2021

5. Who was present at the IIA? Identify facilitator, Lead Officer, report writer and any partnership representative present and main stakeholder (e.g. NHS, Council)

Name	Job Title	Date of IIA training
Kirsty Dewar	Strategic Planning and Commissioning Officer	
Tracy Lowe	Day Service Manager	
Lewis Hunston	Day Service Manager	
Louise Hallsworth	Community Care Assistant Locality	

Karen Thom	Strategic Planning and Commissioning Officer	
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6. Evidence available at the time of the IIA

Evidence	Available?	Comments: what does the evidence tell you?
<p>Data on populations in need</p> <ul style="list-style-type: none"> • Edinburgh Integration Joint Board Strategic Plan 2019-22 • Internal Review of needs of people supported by EHSCP service • Edinburgh Integration Joint Board Annual Performance Report 2019-20 • Scottish Government Impact assessment on Route map • Age UK research published October 2020 • Alzheimer Scotland, COVID-19: the hidden impact December 2020 	Yes	<ul style="list-style-type: none"> • 78,060 people over the aged of 65 years live in Edinburgh, expect this to increase to 89,194 by 2025. <p>700 people currently supported by third sector day opportunities providers</p> <p>Approximately 140 people are supported by EHSCP long term day support service.</p> <p>Only 38% of people aged 75 and above use the internet. Therefore, older people may be less able to make effective use of digital GP consultations despite having a higher likelihood of needing to access GP care</p> <p>People with dementia and their carers rely heavily on commissioned and non-commissioned services for day services and respite.</p> <p>The disruption of community-based therapeutic and activity groups run by Alzheimer Scotland and other third sector organisations has had a negative effect on people with dementia and carers</p> <p>Age UK survey of 570 people:</p> <p>34% reported feeling more anxious since the start of the pandemic,</p> <p>36% agreed they felt less motivated to</p>

Evidence	Available?	Comments: what does the evidence tell you?
		<p>do the things they enjoy,</p> <p>26% can't walk as far as they used to</p> <p>26% can't walk as far as they used to</p> <p>26% can't walk as far as they used to</p> <p>26% felt less confident spending time with family.</p>
<p>Data on service uptake/access</p> <ul style="list-style-type: none"> Analysis of provider returns for quarter 1 and 1 2020/21 	Yes	<p>provider returns for Quarter 1 and Quarter 2 of 2019/20 were looked at. This indicates that a total of 703 people continue to be supported by providers, during the pandemic, and they have had a total of 39,249 contacts with people between 1 April and 30 September 2020. This is an average of two contacts per week per person. Contacts have included welfare telephone calls; outreach support in the form of a home visit; support to access a community amenity; delivery of shopping or medication; or online group activities. It also encompasses carer support.</p> <p>A total of 95 day support places have ended since April 2020, with 34% moving into long term care, and 22% passing away, there is no recorded reason for the remaining 44% of people whose service has ended.</p>

Data on equality outcomes	no	
<p>Research/literature evidence</p> <ul style="list-style-type: none"> Edinburgh Integration Board Strategic Plan 2019-22 Ageing Well Strategic Outline commissioning plan for older people 	Yes	<p>Outlines plans to support people to be well in their communities including access to community based physical activity programmes, falls prevention and addressing social isolation through centre based and 1:1 support.</p> <p>Ensuring older people know what support is available to them within their communities</p>
<p>Public/patient/client experience information</p> <ul style="list-style-type: none"> Provider feedback 	No	<p>Comments and feedback from older people via providers indicate most people are keen to return to group based support.</p> <p>A proportion of people are reluctant to return to group based support due to concerns about covid-19 transmission.</p>
<p>Evidence of inclusive engagement of service users and involvement findings</p> <ul style="list-style-type: none"> Care inspectorate reports for registered services 	Yes	<p>Current care inspections grades and recommendations</p>
<p>Evidence of unmet need</p> <p>Changes to supports arranged</p>		<p>Feedback from locality teams, indicates people, their carers and care at home providers are identifying need for social support. This support at times is provided by organisations who do not traditionally offer day support.</p>

<p>Good practice guidelines</p> <p>Scottish Government Guidance on Adult Social Care Building based day support</p>		<p>Guidance outlines need to offer alternatives to building based support where service is unable to offer sufficient capacity safely within the building or where someone would prefer not to return to building based service.</p> <p>Providers sharing good practice amongst each other.</p>
<p>Environmental data</p> <ul style="list-style-type: none"> • 	No	
<p>Risk from cumulative impacts</p> <ul style="list-style-type: none"> • 	No	<p>No global or strategic overview of risks, individual examples of people who have been impacted by various services reducing or stopping support i.e. Day support, residential respite, unregistered community supports.</p>
Other (please specify)		
Additional evidence required	Yes	<p>Further consultation and feedback from people, their carers and EHSP staff who normally connect people to day supports.</p>

7. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive</p> <p>The offer of a blended service, both group based and outreach supports increases choice, and control for older people who require support to engage in day opportunities. Older people and their carers will be able to choose how and where their support is offered.</p> <p>The introduction of an outreach model increases flexibility around support and can be personalised to the person</p>	<p>Older people</p> <p>BME</p> <p>People with disabilities</p> <p>unpaid carers</p> <p>third sector</p>

<p>and their unpaid carers needs as and when things change, helping to build resilience.</p> <p>For those people reluctant to engage in a registered day opportunity, the blended model offers a stepping stone approach to gradually increasing intensity of support at a pace that works for the person and their unpaid carer.</p> <p>Outreach support gives older people with higher level of support needs the opportunity to access shared widely available places in their community i.e. locally run activity or hobby groups that are meaningful to them and to build natural friendships through these interactions.</p> <p>Day opportunities contribute to a set of personal outcomes linked to healthier lifestyles. This applies to both support at home, local community and in building based services.</p> <p>For people with dementia diagnosis the outreach offer enables them to maintain existing connections and activities.</p> <p>Building based support provides a safe space for people to disclose difficult or harmful situations in their home environment</p> <p>Negative</p> <p>The reduction in building based capacity may have a detrimental impact on bringing people together, who would not otherwise meet, to socialise in a diverse group.</p> <p>There may be occasions where people are offered an outreach service but decline if they do not wish to disclose difficult or harmful situations within their home environment.</p>	
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<p>Environment and Sustainability</p> <p>Positive</p> <p>Reduction in transport journeys across the city and encourage people to connect with amenities in their neighbourhoods.</p>	<p>Affected populations</p> <p>Older people</p> <p>BME</p>
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<p>Supporting more people to access public spaces. Outreach may be focused on person's own home environment if that is what is important to them. Connecting people to other supports for home improvements and safety measures.</p> <p>Negative</p> <p>All day opportunities will be delivered in line with infection control procedures, resulting in increased waste associated with used PPE.</p>	<p>People with disabilities</p> <p>unpaid carers</p> <p>third sector</p>
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<p>Economic</p> <p>Positive</p> <p>Continued work with third sector organisations to shape types of support offered.</p> <p>Organisations delivering the service tend to recruit staff and volunteers from local areas, offer training opportunities and are committed to paying the Scottish living wage.</p> <p>Negative</p> <p>Increased immediate travel costs for staff offering outreach service with expenses being paid in arrears.</p> <p>Financial burden on people who choose to received outreach support associated with local travel and accessing local amenities. They may decide not to participate in the service as a result.</p>	<p>Affected populations</p> <p>Older people</p> <p>BME</p> <p>People with disabilities</p> <p>unpaid carers</p> <p>third sector</p>
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8. Is any part of this policy/ service to be carried out wholly or partly by contractors and how will equality, human rights including children's rights , environmental and sustainability issues be addressed?

All day opportunities will be provided by contracted Third Sector organisations. Contract will include requirements to offer services in line with the Equalities Act 2010.

- 9. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.**

Initial communications with older people and their unpaid carers who are currently in receipt of a service will be undertaken by provider organisations. Written information on the types of day opportunities available will be provided via the EHSCP website and will be available in English, other community languages as required.

- 10. Does the policy concern agriculture, forestry, fisheries, energy, industry, transport, waste management, water management, telecommunications, tourism, town and country planning or land use? If yes, an SEA should be completed, and the impacts identified in the IIA should be included in this.**

No

11. Additional Information and Evidence Required

If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

Further consultation with older people and their families is required to inform the ongoing review of this service and the development of future services.

12. Recommendations (these should be drawn from 6 – 11 above)

The group recommends this is an interim report and further work is required to gather the views of older people and their families on the changes to day opportunities. This will take place as restrictions allow.

Further refinement of the service specification is also required to ensure the negative impacts identified in this report can be minimised.

13. Specific to this IIA only, what actions have been, or will be, undertaken and by when? Please complete:

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and contact details)	Deadline for progressing	Review date
Programme of consultation with older people and their unpaid carers	Strategic Planning & Commissioning Officer	August 2021	
Refine service specification to ensure appropriate mitigations are in place	Strategic Planning & Commissioning Officer	May 2021	

14. How will you monitor how this policy, plan or strategy affects different groups, including people with protected characteristics?

The day opportunities co-production group will share feedback and learning from the ongoing delivery of blended approach.

Strategic planning and commissioning officer will monitor contract returns, complaints/compliments.

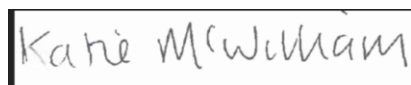
EHSCP day service managers will retain an oversight of referral pathways and unmet need

15. Sign off by Head of Service/ Project Lead

Name

Katie McWilliam

Strategic, Planning and Quality Manager – Older People



Date 17.02.21

Tony Duncan, Head of Strategic Planning



Date 22.02.21

16. Publication

Send completed IIA for publication on the relevant website for your organisation. [See Section 5](#) for contacts.

Section 5 Contacts

- **East Lothian Council**

Please send a completed copy of the IIA to equalities@eastlothian.gov.uk and it will be published on the Council website shortly afterwards. Copies of previous assessments are available via http://www.eastlothian.gov.uk/info/751/equality_diversity_and_citizenship/835/equality_and_diversity

- **Midlothian Council**

Please send a completed copy of the IIA to zoe.graham@midlothian.gov.uk and it will be published on the Council website shortly afterwards. Copies of previous assessments are available via http://www.midlothian.gov.uk/downloads/751/equality_and_diversity

- **NHS Lothian**

Completed IIAs should be forwarded to impactassessments@nhslothian.scot.nhs.uk to be published on the NHS Lothian website and available for auditing purposes. Copies of previous impact assessments are available on the NHS Lothian website under Equality and Diversity.

- **The City of Edinburgh Council**

Completed impact assessments should be forwarded to Strategyandbusinessplanning@edinburgh.gov.uk to be published on the Council website.

- **City of Edinburgh Health and Social Care**

Completed and signed IIAs should be sent to Sarah Bryson at sarah.bryson@edinburgh.gov.uk

- **Edinburgh Integration Joint Board**

Completed and signed IIAs should be sent to Sarah Bryson at sarah.bryson@edinburgh.gov.uk

- **West Lothian Council**

Complete impact assessments should be forwarded to the Equalities Officer.