

DORSET COMMISSIONING  
PARTNERSHIP

DORSET CARE

**SERVICE SPECIFICATION:  
DAY OPPORTUNITIES**

**Segment 1 and Segment 3**

**Lot 2**

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## **1. Introduction**

- 1.1 This specification should be read in conjunction with the Commissioning Intentions document, the Dorset Care Framework Overarching Service Specification (Document 1), Service Specification: Care and Support at Home (Segment 1, Lot 1) and/or Service Specification: Care and Support in a care home (with or without nursing) (Segment 3, Lot 1), and additional information provided within the appendices. These documents will form part of the final contract for successful bidders.
- 1.2 The Commissioning Partners are committed to developing, commissioning and delivering outcome based Day Opportunities and support services in partnership with the independent sector in a spirit of consultation, co-operation and partnership to effectively meet the needs of the people of Dorset.
- 1.3 This service specification reflects the personal and social care needs of Service Users for whom the Commissioning Partners accepts responsibility. Implicit within this is the need to provide a service which allows Carers to gain some of the support necessary to enable them to continue in their caring role. Day Opportunities are, therefore, for the purposes of this specification, intended to:
- Increase the choice and availability of a range of Care and Support options available for Service Users who wish to remain in their own homes.
  - Provide, where appropriate, services which encourage and enable people to improve their independence and make connections with other community members and groups outside formal Day Care settings and other traditional models of care, for people to support their continued independence.
  - Provide respite for Carers.

## **2. Aims and outcomes of the service**

- 2.1 The aim of the service is to:
- Support Service Users to maximise their independence and to gain and regain skills, meet the Service User's personal Care and Support needs and improve their overall wellbeing.
  - Support Carers to continue their vital caring role.

## **3. Description of the service**

- 3.1 Day Opportunity services are available seven days a week, every day of the year, between the hours of 8.00am and 10.00pm. The Commissioning Partners intend to fully utilise available resources within the community, including Care and Support in a

Care Home (with and without nursing), formal day service provision and other local resources. As such, the Commissioning Partners wish to encourage an innovative and flexible approach to delivery whereby Providers work either together in partnership or independently to deliver a variety of service options.

3.2 Providers will offer flexible solutions in order to support Service Users to access Day Opportunities. This may include:

- Service User assistance in their own home in getting up and dressed ready to attend Day Opportunities
- Care and Support at Home services as a preparation for Day Opportunities
- As a conclusion to Day Opportunities which could be provided with the prior agreement of the Provider and the Care Manager under the Service Specification: Care and Support at Home (Segment 1, Lot 1) and/or Service Specification: Care and Support in a care home (with or without nursing) (Segment 3, Lot 1)
- Support to access transport

3.3 Consideration needs to be given to the following elements when arrangements are made for Service Users to attend Day Opportunities:

- Medication
- Nutrition
- Transport
- Mobility
- Charging policies
- Risk Assessment and plan
- Occupational Therapy assessment
- Moving and handling assessment

This list is indicative and not exhaustive.

3.4 The service will:

- Provide the opportunity for Service Users to socialise in the safety of a registered care environment or an appropriate environment where registered Care and Support could be provided, whilst providing an opportunity for their Carer to have time away from the Service User to maintain their own health and quality of life.
- Ensure that where Day Opportunities are provided within a non-registered community setting that all registered Care and Support activities are conducted by an appropriately registered organisation. Please refer to the Care Quality Commission guidance <http://www.cqc.org.uk/>

- Provide an environment in which Service Users enjoy comfort, safety and social stimulation with independence according to their capability, and that appropriate Risk Assessments have been undertaken.
- Build on the Service User's strengths, experience, skills and wider family, friends and community support, rather than focus on needs and "deficits". All services should operate on the principle of enabling Service Users to maximise their independence and avoid creating dependency.
- Assess the Service User's needs and capabilities and, by agreement with the Service User and referring officer, put in place an appropriate personal Care and Support plan.
- Undertake regular reviews of the Service User's needs to ensure that the Care and Support provided is meeting needs and identified outcomes, with Service Users encouraged to be more independent.
- Provide respite for Carers and families to support them in their caring role.
- Provide social and recreational activities to maintain or improve their social well-being.
- Maintain daily records for Service Users which may be made available to the Commissioning Partners and other organisations where required.
- Ensure that Data Protection regulations are understood and followed by all staff.

#### **4. Service access and commissioning**

- 4.1 Access to Day Opportunities services shall be provided to Service Users in accordance with the Commissioning Partners' eligibility criteria.
- 4.2 Referrals to the service must be made through the responsible Commissioning Partners' Brokerage Team, Operational Team or Out of Hours Service. The referring officer will provide a Needs Assessment, a Risk Assessment and Care and Support Plan.
- 4.3 Requests for attendance at short notice or in an emergency may be made with essential supporting information to allow the Provider to undertake a full Risk Assessment, with the expectation that full information is provided within seven business days of commencement.

#### **5. Transport**

- 5.1 The Commissioning Partners view transport as an important part of Service Users experience of Day Opportunities. If the Provider is able to arrange transport then they must ensure adequate systems, procedures and liaison arrangements are in place with transport Provider(s) in order to satisfy themselves that comfortable, safe

and caring transport is available for Service Users, and that journeys are of a reasonable length. Any concerns about transport arrangements should be notified to the responsible Commissioning Partner immediately.

- 5.2 The Commissioning Partners charging policy applies to the provision of transport for Day Opportunities and will form part of the Service User's contribution, collected by the Provider, towards the cost of the service.

## **6. Food Service and Facilities**

- 6.1 The Provider will ensure appropriate refreshments are available as part of the Day Opportunity.
- 6.2 Service Users in receipt of Day Opportunities within non-CQC registered settings will be made aware of the nature of available refreshments prior to commencing attendance. Providers will support Service Users where possible to address any specific dietary requirements.
- 6.3 A record of food served shall be available, if requested by an authorised officer of the responsible Commissioning Partner.
- 6.4 Where possible Service Users shall have a choice of where they eat their meal and with whom they sit. Service Users shall be offered larger or smaller portions.
- 6.5 The Provider will agree any charges for the provision of meals, snacks and beverages with the Service User prior to the Service User agreeing to accept meals, snacks etc. Unless otherwise agreed the Service User will be responsible for full payment of drinks, meals and snacks provided.

## **7. Continence arrangements**

- 7.1 An adequate supply of incontinence pads as required by Service Users should be made available from their normal source. Day Opportunities Providers are not required to provide incontinence products.

## **8. Review and discharge**

- 8.1 The Commissioning Partners will aim to undertake an initial review six weeks after the placement begins and regularly thereafter.
- 8.2 Day Opportunities Providers are required to take part in these reviews which will be conducted at the establishment where the service is provided. Review meetings will take account of the continuing needs of the Service User, including transport requirements and any changes which may have occurred since referral or previous review.
- 8.3 Service Users and whoever they wish to attend the review, will always be invited to

take part in reviews.

- 8.4 Providers are encouraged to request additional reviews where the needs of the Service User either increase or decrease.
- 8.5 The arrangements for the review need to consider any other current review requirements for the Service User (i.e. care programme approach reviews <http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/care-programme-approach.aspx>) and agree how these reviews can be managed to avoid duplication of activity whilst ensuring a whole person approach is adopted.
- 8.6 The Service User may be discharged from the Service in the following circumstances:
- The Commissioning Partners has notified the Provider that the service is no longer required.
  - It is agreed between the Commissioning Partners and the Provider that the service no longer meets the Service User's needs.
  - The Service User and Carer wishes to cease the service and the Provider has notified the Commissioning Partners of this intent.
  - The Commissioning Partners are withdrawing the service from the Service User and the Provider has been notified of this.

## 9. Quality monitoring

- 9.1 Services and/or interventions will be monitored in line with Appendix 1: Care and Support at Home Quality Monitoring Standards and/or the Appendix 2: Care and Support in a Care Home (with and without Nursing) Quality Monitoring Standards.

## 10. Performance monitoring

- 10.1 The performance monitoring measures are set out below and should be submitted on quarterly basis to the responsible Commissioning Partner.

KPI Reference	Measure	Quarter 1	Quarter 2	Quarter 3	Quarter 4
R1	Referral enquiries receive responses within five business days				
R2	Contact with Service User/Carer within two business days from acceptance of the referral.				

R3	Care and Support plans with outcomes drafted within 8 week period and formalised with Service User/Carer at 8 week review.				
R4	Care and Support plans reviewed annually or as required.				
R5	Service Users and Carers are happy with the quality of service they receive.				
R6	The number of Service Users and/or Carers reporting improvement in quality of life as a result of receiving a day service.				
R7	The percentage of Service Users and/or Carers who are satisfied with the quality of the service received				
R8	Annual Service User satisfaction survey				
R9	The total number of Day Opportunities sessions provided				
R10	The total number of Service Users attending the Day Opportunities service				
R11	Reports from the Commissioning Partners Quality Monitoring				
R12	Any Action Plans arising.				

- 10.2 These requirements for performance reporting are not exhaustive and may change throughout the lifetime of the service.
- 10.3 The Provider shall keep a monthly statement which shall be made available to the Commissioning Partners on request indicating:



- The number of people receiving Day Opportunities and the number for whom the Commissioning Partners is accepting responsibility.
  - Details of funded Service Users attending and the pattern of attendance.
  - The number of referrals received during the preceding month as an indication of the level of potential additional demand.
- 10.4 This supports the Commissioning Partners overarching performance monitoring framework. See Appendix 3.

## **11. Award/Call-Off Process**

11.1 The Commissioning partners intend to use supplementary quality questions when the lot(s) are opened for the first time and set maximum prices as part of a mini-competition process for day opportunities providers and will appoint a maximum number of suitable providers to the lot.