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| Provider / Contract reference: | TBC |
| Service Specification No: | TBC |
| Service: | Dementia Support Service – Befriending Service |
| Commissioner Lead: | Vikki Cochran |
| Provider Lead: | TBC |
| Period: | 2019/20 to be renewed on annual basis  |
| Date of Review: | 31st December 2019 |

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| 1. Population Needs  |
| **1.1 National and evidence base** |
| Improving care for individuals living with Dementia and their carers/families is a national priority following the publication of the first National Dementia Strategy (2009) and the Prime Minister’s Challenge on Dementia (2015). The latter provided five key aims which are:* Preventing Well
* Diagnosing Well
* **Supporting Well**
* **Living Well**
* Dying Well

Dementia is a growing, global challenge. As the population ages, it has become one of the most important health and care issues facing the world. The number of people living with dementia worldwide today is estimated at 44 million people, set to almost double by 2030. In England, it is estimated that around 676,000 people have dementia. Dementia has, and will continue to have, a huge impact on people living with the condition, their carers, families and society more generally. **1.1 Local context and evidence base**Dementia is a key priority within the Mental Health Workstream and Within Torbay and South Devon there are 4,700 individuals who are believed to have Dementia, based on the national prevalence rates from NHS England, of which 2,900 (61%) have a formal diagnosis. However it is known that due to the demographic within this Locality that the figure is likely to increase potentially in excess of the predicted national rates that have been identified.  |
| 2. Outcomes  |
| **2.1 NHS Outcomes Framework domains & Indicators** (please highlight relevant domain(s) and provide details of the applicable measures).

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| **Domain 1** | **Preventing People from dying prematurely** |  |
| **Domain 2** | **Enhancing quality of life for people with long-term conditions** | X |
| **Domain 3** | **Helping people to recover from episodes of ill health or following injury** | X |
| **Domain 4** | **Ensuring people have a positive experience of care** | X |
| **Domain 5**  | **Treating and caring for people in safe environment and protecting them from avoidable harm**  | X |

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| **2.2 Locally defined outcomes**The key outcome for this service will be to provide individuals living with Dementia with companionship, social interaction and support to participate in activities that they find meaningful within their local community. There will be a secondary outcome of providing respite to the carer/family during the befriending activity, however this is not the primary outcome of the service.  |
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| 3. Scope  |
| **3.1 Aims and objectives of service**The key aim of this service is to coordinate the provision of a volunteer befriending service specifically for individuals living with Dementia. The principle of this service is to match the individual with Dementia and a volunteer with similar interests to improve the social connectivity. Further objectives include: * To increase the amount of support available to people affected by dementia and their carers, including those not eligible for social care services.
* Increased social contact and reduced isolation for people affected by dementia and their carers.
* Delivery of key well-being and health promotion messages
* Provision of a range of stimulating therapeutic activities to promote the well-being and condition maintenance of people with dementia.
* Assist in supporting service users to remain independent in their own homes for as long as possible.

Feedback from current users of existing services has highlighted the need for befriending services within the Southern Locality to reduce social isolation and to provide support for carers/families.  |
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| **3.2 Service description/care pathway**The provider will be commissioned to provide a Befriending Service for individuals with a formal diagnosis of Dementia. The service will be provided to individuals living with within the Southern Locality, which encompasses the following five areas:* Torquay
* Paignton and Brixham
* Moor to Sea
* Coastal
* Newton Abbot

The provider will implement, coordinate and lead on a successful befriending network, recruiting appropriate volunteers and matching them to individuals who have similar interests. Additionally, the provider will ensure that the volunteers have had the relevant Disclosure and Barring Checks, to ensure the safety of the individual with Dementia is maintained, as well as working with the carer and family of the individual to ensure that the Befriending Service is appropriate to them.The provider will raise awareness within the Locality of the service to facilitate the recruitment of the volunteers and will work with other voluntary sector organisations to signpost individuals who wish to volunteer but who may not be suitable for the Befriending Service. The provider will ensure that there is an understanding of the expectation of both the volunteer and the individual, to enable the best matches in terms of frequency of contact, interests, personality and outcomes. The frequency and duration of the befriending service will be decided through discussion with the befriender and the individual, however on of the key requirements is that the contact will be regular and appropriate for the individual. **3.3 Population covered**This service will cover the geographical area of the Southern Locality, which covers a geographic population of 280,000 individuals includes the towns of Torquay, Paignton, Brixham, Totnes, Ashburton, Dartmouth, Newton Abbot, Teignmouth and Dawlish. Within this area there are approximately 2900 individuals with a formal diagnosis of Dementia. |
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| Image result for south devon and torbay ccg population |
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| **3.4 Any acceptance and exclusion criteria and thresholds**Individuals living in the Southern Locality and/or who are registered with a Southern Locality GP who have a diagnosis of Dementia or Mild Cognitive Impairment. The Befriending service may not suitable for individuals if they have the following:* Severe Mobility issues that require aid
* Incontinence difficulties
* Medication difficulties
* High levels of anxiety
* Challenging behaviour
* Medical conditions which require ongoing monitoring during the session

The provider has the right to consult with the individual service users and their carers if it is found that this service is no longer appropriate. This may be because:* The behaviour of the individual with Dementia is disrupting to the detriment of other service users and/or
* The physical health of the person with Dementia has deteriorated and their needs cannot be met within this information social environment.

In the event of a person being deemed unsuitable to attend the service, a system should be in place to refer/signpost them to alternative support services, appropriate to the level of need.  |
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| **3.5 Interdependence with other services/providers**other services/providers* Dementia Adviser Service (currently run by Alzheimer’s Society)
* Devon Partnership Trust (Older Persons Mental Health Teams)
* Memory Cafes
* Torbay and South Devon NHS Foundation Trust (Adult Social Care, Torbay Carers Service)
* Voluntary Sector providers, including Age UK Torbay, Brixham Does Care, Totnes Caring, Teignbridge CVS etc
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| 4. Applicable Service Standards  |
| **4.1 Applicable national standards i.e. NICE and how they will be assessed.*** Nice Quality Dementia Standards
* Living well with Dementia (2009 DH National Dementia Strategy)
* Equality Act (2010 in terms of accessibility for individuals)
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| **4.2 Applicable standards as set out in guidance and/or issued by a competent body e.g. Royal Colleges and how they will be assessed.** N/a |
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| **4.3 Applicable local standards and how they will be assessed.**N/a |
| 5. Applicable quality requirements and CQUIN goals (Optional use) |
| * 1. **Applicable Quality Requirements (for inclusion Schedule 4A-C)**

The services will be monitored and evaluated through quantitative and qualitative methods. Quantitative data collection will include:* The number of volunteers on the register
* The number of Disclosure and Barring Checks undertaken
* The number of individuals with Dementia who are befriended
* Activities which individuals with Dementia are supported with

Qualitative data collection will be provided to the commissioner on an annual basis and will obtained regular questionnaires with both the volunteer and individual, semi-structured interviews with people living with dementia, complaints and information gained through feedback to the service. |
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| * 1. **Applicable CQUIN goals (see Schedule 4D) *Generally CQUIN schemes are determined at contract level rather than specification level***

N/a * 1. **Reporting Requirements**

The contract and service will be subject to six monthly and annual review. In advance of annual review, the provider will be expected to provide an annual report covering:* A quantification and description of the activities of the last year;
* Above profile by all protected characteristics;
* A summary of the individual issues raised by people with dementia and cares and outcomes;
* A summary of any collective issues;
* Evidence of and reflection on service achievements;
* Six monthly quality monitoring meetings with the commissioner will be based on reports submitted to South Devon and Torbay CCG provider.
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| 6. Location of Provider Premises (Optional use) |
| **The Provider’s Premises are located at:****TBC** |
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| 7. Individual Service User Placement (Optional use) |
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| N/a |