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| Provider / Contract reference: | TBC |
| Service Specification No: | TBC |
| Service: | Dementia Support Service – Memory Cafe |
| 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 there are 2,355 individuals who are believed to have Dementia, based on the national prevalence rates from NHS England, of which 65.4% have a formal diagnosis. However it is known that due to the demographic within Torbay this 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).   |  |  |  | | --- | --- | --- | | **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 | |
| **2.2 Locally defined outcomes**   * Individuals with Dementia and their carers will have the opportunity to meet regularly with other people impacted by the condition * An informal learning environment which provides:   + Information about Dementia   + Practical advice and tips in relation to living well with Dementia   + Reducing social isolation * Individuals with Dementia and their carers are supported to access services and assistance * Assisting in reducing the stigma of a Dementia diagnosis * Assisting in improving community connectiveness for Individuals living with Dementia and their carers * Improved carer resilience * Improved choice and control for individuals living with Dementia |
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| 3. Scope |
| **3.1 Aims and objectives of service**  The aim of the service is to provide connectivity for individuals with Dementia and their family/carers as well as with their local community and neighbourhood. This service will provide a consistent and regular meeting point for the service users as well as information on local and national services and activities which individuals can participate in. The aim of the service is to provide a peer support network to assist in reducing social isolation for individuals, their carers and families.  Feedback from current users of existing services has highlighted the benefits of these groups, in terms of activities provided, information and support as well as having the knowledge that this is regular weekly meeting point. Suggestions have been made as to how the current service can be improved and these have been incorporated into the service description. |
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| **3.2 Service description/care pathway**  The provider will be commissioned to provide and facilitate a weekly memory café style service for residents within Torbay, across each of the three towns, Torquay, Paignton and Brixham. The sessions are expected to last for at least two hours and will be incorporate the following:   * Activities (to include a variety of activities which are suitable for the individuals attending) * Outdoor activities, where appropriate (such as Dementia Friendly walks) * Information * Refreshments   Feedback from the existing groups have suggested that they would like to be involved in defining the activity programme and would benefit from more than one activity happening at once, so individuals can chose what they would like to do. Ain addition there be activities such as being able to watch short films, tea dances, talks and visits from various supporting agencies to assist in providing information and support to both the individual and their carers/families.  There is an expectation that a voluntary contribution will be provided by those attending, which is suggested at £1 per individual with Dementia per session. However individuals will still be able to access the Memory Café if they are unable to contribute to this.  One of the key aspects of this is that the Memory Cafes should be accessible, close to local bus routes as well as being accessible for those who have physical disabilities. Any future venues must ensure that this is maintained.  There is no requirement for the name of the service to remain as a Memory Café, however any new title should make it clear and accessible to the group that it will be serving. |
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| **3.3 Population covered**  This service will cover the geographical area of Torbay, which includes the towns of Torquay, Paignton and Brixham, of which there are approximately 1500 individuals with a formal diagnosis of Dementia. |
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| **3.4 Any acceptance and exclusion criteria and thresholds**  Individuals living in Torbay and/or who are registered with a Torbay GP who have a diagnosis of Dementia or who are concerned about their memory as well as the families/carers of these individuals. The service is provided for the individual living with Dementia as the first priority.  The service is not suitable for individuals who attend alone if they have the following:   * 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 Memory Café 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) * Torbay and South Devon NHS Foundation Trust (Adult Social Care, Torbay Carers Service) * Voluntary Sector providers, including Age UK Torbay, Brixham Does Care 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.**  Each session will be run in an accessible location within each of the three towns comprising Torbay. This will be assessed with the service provider on a six monthly basis as well as through feedback from the service users in terms of whether the accommodation is meeting their needs. |
| 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 people living with dementia who attend each service element * The number of carers who attend * The number of times each person with dementia, their carer has access the service during the quarter * Number of referral per quarter and the source of the referral * Types of information offered   Indicative activity   |  |  |  | | --- | --- | --- | | **Service** | **Volume** | **Availability** | | Memory cafés | Average 15 per cafe | 3 per week (1 in each town) |   Qualitative data collection will be shared with the commissioner on an annual basis and will obtained by the provider by carers questionnaire, semi-structured interviews with people living with dementia, complaints and information gained by dementia service mapping. |
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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 |