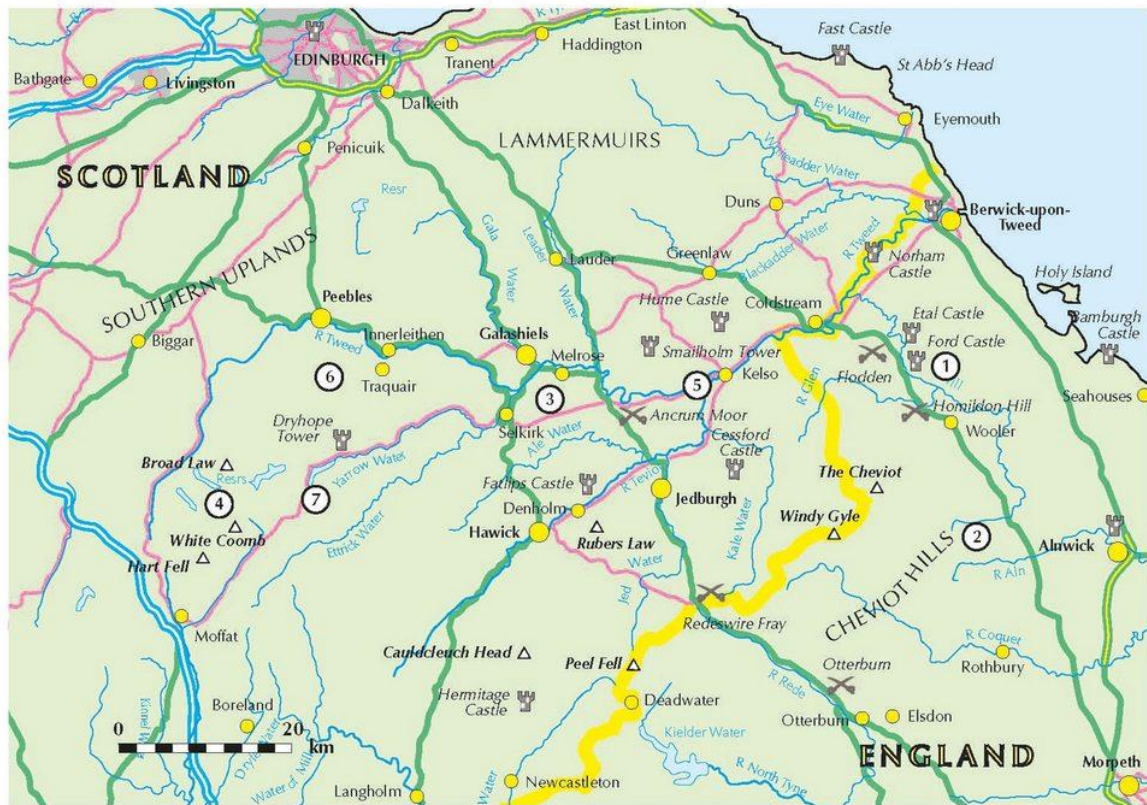


# DDL Care Hub Ltd

Promoting Independence  
Improving Choice – Improving Quality of Life



## 1. Recommendations

- Run **The Hub** as a Test of Change, for a period of 12 months
- Collaborative review to establish the improvement in the Quality of Life of people choosing to use the service
- Jointly evaluate and present report on financial savings made

## 2 Executive Summary

DDL Care Services Ltd has developed and is proposing the creation of a unique community-based health and social care resource for adults and older people living in Peebles in the form of a community care hub managed and owned by DDL Care Hub Ltd.

This unique facility has been designed to complement current community-based facilities in the town of Peebles, as well as providing a whole systems solution to gaps identified during research into current care provision in the town and the expressed needs wishes and aspirations of people currently receiving services from DDL Care Services Ltd

DDL Care Hub Ltd will be developed and subject to a Test of Change in partnership with key stakeholders.

The Community Focused Building Based Service will include:

- Fully accessible fit for purpose designed building with free accessible parking
- Transportation
- Multi Functional Therapy Room
- Spa
- Exercise Room
- Fully Accessible Enablment Kitchen
- Café in The Hub
- Quiet/Reminiscance Room
- Main Hub
- Practical Training Suite
- Conference Room

DDL Care Hub Ltd will operate out of Cavalry Park, Peebles, EH45 9BU once Planning Permission for the change of use of the building has been granted.

## 3 Background

### 3.1 DDL Care Services Ltd

Donna-Dee Lamb, company founder, director, owner and care manager, has over 18 years' experience in the care sector and founded the Care Hub's sister company DDL Cares Services Ltd 5 years ago. Registered with the Care Inspectorate, DDL Cares Services Ltd has operated successfully, in Peebles for the past 5 years and recently expanded service provision into the towns of Cardrona, Innerleithen and Walkerburn.

At their last inspection of the service, the Care Inspectorate awarded the service the following grades:

Date	Care and Support	Environment	Staffing	Management and Leadership
31 May 2019	5 - Very Good (I)	Not Assessed	5 - Very Good (I)	5 - Very Good (I)

In terms of the quality of care and support key question 1, the Care Inspectorate concluded that:

*“People were supported very well to meet their needs, wishes and choices in a supportive and safe way. This enabled people to lead safe, healthy, happy and active lives.”*

### 3.2 Demise in Provision

Having experienced working in the care sector in Peebles for nearly 20 years, DDL Care Hub Ltd.’s founding owner has witnessed a marked decrease in health and social care facilities available to adults and older people living with high care needs, including but not limited to:

- Dunwhinny Day Care Service transferred to Haylodge, rebranded into Tweeddale Day Services which transferred to Victoria Park and subsequently closed.
- All Victoria Park Day care facilities closed
- NHS Firholm Day Centre, reduction in services now predominately an outreach service
- NHS Day Hospital Unit - OT and Physio assessments, treatments, bathing and Falls Clinic temporary closure due COVID 19

### 3.3 Current Provision

The current day service run by the Royal Voluntary Services from the Bake House, Peebles employs one paid manager and is supported by volunteers, no formal training is required therefore the service is unable to accept referrals from people who have high level needs. As a result, people with the following care needs are excluded:

- Medication prompting
- Medication administration
- Incontinence care
- Catheter management
- Assistance using bathroom facilities
- Advanced dementia
- Moving and Handling requirements

### 3.4 DDL Care Hub Ltd Proposal

The services designed and delivered by DDL Care Hub Ltd., will support Scottish Borders Health and Social Care Partnership to meet the gap in service provision by providing an inclusive whole system approach to community focused building-based service.

The service will be subject to Care Inspectorate registration and will be subject to regulatory inspections against the current Health and Social Care Standards. As a result, all staff working in the service will be required to obtain, maintain and sustain registration with the Scottish Social Services Council (the SSSC).

## 4 Main Report

### 4.1 Proposal

In the recently published Independent Review of Adult Social Care in Scotland, Derek Feely stated that:

*“We need an approach that builds trusting relationships rather than competition. We need to build partnerships not market-places”*

*He also stated that*

*“Service design and delivery can only improve if people with lived experience are involved in the process. It is impossible to address inequality if the people who experience it are not in the room”.*

This Test of Change proposal, to deliver a new and unique model of community focused care in the communities of Peebles, Cardona, Innerleithen, Walkerburn and their surrounding areas, has been developed to improve the quality of life of people using the service by involving them in the design and continuous evaluation and improvement of the services delivered.

It is anticipated that the following outcomes will be delivered as a result:

- Reduction of time spent in hospital
- Improved hospital discharge and rehabilitation experience
- Reduction in hospital readmissions
- Reduction and prevention of carers' stress
- Reduction of and dependency on care packages
- Reduction in the number of people socially isolated
- Increase in the number of people becoming physically active
- Increased number of people able to remain in their own homes for longer
- Reduction in residential care placements
- Financial savings for the Scottish Borders Health and Social Care Partnership

Working closely with the Carers Centre has highlighted the huge increase in the stresses caused by the impact of Covid 19 restrictions and resulting in requests for 4-hour packages of support to prevent the breakdown of existing caring roles and relationships. **The Hub** provides an opportunity to deliver alternative care packages which will keep people together in their own home.

The Hub will provide a whole systems' approach to health and social care needs, supporting home from hospital 6-week intensive rehabilitation support plan.

In addition, having people attending The Hub for a variety of reasons, will enable experienced staff competent in identifying deteriorating health conditions e.g. leg ulcers, water retention, urinary tract infections to take proactive, unobtrusive action which may reduce the number of GP appointments required and the request for District Nurses to undertake home visits.

#### 4. 2 Community Focused Building Based Service Main

**Fully accessible**, fit for purpose designed building with free accessible parking

Creation of a one stop shop for people who cannot go out by themselves either due to their mobility or cognitive decline and provides people wishing to use more than one service with the opportunity to be supported to do this.

Outcome: promoting independence and personal choice

**Transportation** - Fully inclusive service providing transportation for people who have no transport of their own or unable to use public transport

Outcome: barriers which prevent personal choice becoming a reality are removed

**Multi-functional Therapy Room** providing secure storage for medical supplies which facilitates the provision of health services from a central point. Including, but not limited to District Nurses, Dietary & Podiatry services, Ophthalmologist and Dentistry services. It is anticipated that other holistic treatments will also be delivered from the Therapy Room to meet current and emerging needs of people choosing to attend The Hub.

Outcome: Efficiency savings in terms of Partnership staff travel time between peoples' homes, improved multi agency discussions supporting the Partnership's Multi Agency Team approach.

**Spa Facilities** – people will be supported and enabled to pre book treatments of their choice from a “spa inspired” list of services, this will include but not limited to showering, hairdressing, manicures, pedicures, beauty treatments including facials.

Outcomes:

- Improved skin integrity and personal hygiene
- reducing the risk of infection
- early detection of infection and or skin breaks
- Improved health, wellbeing and mental health

**Exercise Room** - Supporting the Partnership's Occupational Therapists and Physiotherapists. The Exercise Room will provide the space for The Hub staff to work jointly to deliver the exercise plan devised by Allied Health Professionals (AHP).

In addition, for those not receiving AHP services the space will be used for armchair areobics, yoga, Thai Chi, Life Curve app and Falls prevention awareness.

Where appropriate, links with local personal trainers in Calvary Park.

Development Opportunity: to take referrals and work in partnership with Occupational Therapists and Physiotherapists as a way of delivering a 6 week programme of intensive enablement support.

Outcomes:

- reducing care packages due to working intensely with people for a short period of time
- falls reduction
- improved mobility
- improved emotional health and wellbeing
- reduction in hospital admissions and re-admissions

### **Fully Accessible, Enablement Kitchen**

Designed to accommodate all, this fully inclusive, purpose built kitchen with adjustable surfaces, will enable everyone, regardless of capability, to develop kitchen skills and prepare food (where possible with produce from the Sensory Garden) to be taken home for their evening meal. The produce from the bakery classes will be served in the café. Dieticians will be invited to provide practical support and advice on diet and nutrition. In addition, it is hoped (to encourage ) partnership arrangements with the local college, which will result in students studying Food and Nutrition courses accepting work experience placements in **The Hub**.

Outcome:

- reduction in the number of tea time care at home visits
- identification of aids and adaptation required for home
- embedding and enablement approach
- increasing independence, confidence and personal food choices

### **Café at The Hub**

A warm and relaxing environment which provides people using the services of the Hub, their friends, family, other carers and members of Peebles community a friendly, sociable place

which addresses the impact of social isolation, the opportunity to eat affordable healthier food and to engage with staff and make new friends.

It will also provide a place in which social events, such as “dancing through the decades”, tea dances, can be held.

### **Quiet/Reminiscence Room**

In acknowledgement of the diverse range of needs of the people using **The Hub**, the Quiet Room has been designed to provide an alternative to the Main Hub and the Café at **The Hub**.

Soft lighting, comfortable relaxing furniture and surroundings will provide those who just want space to themselves, with the opportunity to read newspapers, rummage through reminiscing boxes, listen to music or just take a nap.

Outcome: alleviating triggers which may result in stress and distress, improved emotional wellbeing.

### **Main Hub**

- Social Isolation: Regular interaction and making new friends
- Physical Activity: Paths for All/Care Inspectorate initiative Caring About Physical Activity
- Dementia: Active Minds, games, puzzles, creative arts and crafts, colour coded areas.
- Addressing the Digital Divide: iPads, sourcing devices, “how to use sessions”
- Intergeneration activities jointly with local nursery children
- Sensory garden with raised beds to allow users to plant flowers and vegetables
- Therapy Animals
- Carers stress relief support and raising awareness of the support available
- Carers in the Café at **The Hub**

### **Practical Training Suite**

- Equipment to include: Profiling bed, hoists, riser recliner chair, steady, stand aid, rutland trolley, bath and bathing equipment, shower room and associated equipment
- Delivered by external experienced trainer
- Observation of learning in practice
- Audience/participants – family and friends, carers, unpaid carers, private carers

Opportunity: Income generation to reinvest back into **The Hub**

Outcomes:

- reduction in hospital admissions
- reduction in care package provision
- reduction in the number of people going into residential care
- promoting and enabling the right of families/friends to live together at home

## Conference Room

It is envisaged that the Conference Room will develop into a well used and recognised community facility. A facility that can be booked and used by anyone living in and around Peeblesshire for both educational and social purposes.

Discussions have already taken place with the Carers Centre who have expressed an interest in delivering awareness sessions for people both experienced and new to caring responsibilities.

- Dementia Awareness for Families and Friends
- Social isolation
- Shopkeeper awareness/training
- Public awareness
- Intergenerational activities
- Different supports and activities available in the area

Outcome: Caring for people is something which naturally occurs in communities, and we all need to be part of this and take responsibility for our older population.

### 4.2 Planning Application

An application under the Town and Country Planning (Scotland) Act 1997 for Part Change of Use of ground floor to Class 10, and alterations to create additional office space in the attic to replace offices on the ground floor, was made on 2 April 2021.

Initially refused by Scottish Borders Council for the following reason *'use as a day centre for the elderly would not be complementary to Calvary Park resulting in the loss of high quality office accommodation.'*

DDL Care Services Ltd.'s Planning Consultant is currently appealing this decision.

### 4.3 Stakeholder Engagement

Of the 60 Client Questionnaires sent out on 29 September 2020 (see Appendix 1) 58% (35) were completed and returned.

Comments received in relation to the question *"Once COVID-19 restrictions are removed, would you like to see more social groups, day centers or organised activities in the Peebles areas?"* included:

*"Mum would love to do more but being chairbound is a problem",*

*"All depends on wheelchair transport and access",*

*"Maybe a day Centre",*

*"I'd love someone to just to take me a wee half hour jaunt because of mobility, I'd be happy to see a bit of life cos I can't go out for a walk, or some kind of group mediation",*

*"Gentle exercise, social group, reading group",*



*“Listen to music. A choir or recital, maybe. Go out for a coffee in a small group where I could hear and be heard”*  
*“Exercises, bingo and games, arts and crafts”.*

#### 4.4 Financial Impact – costs and potential savings

##### **Supporting Hospital Discharge Process – Preventing Readmission**

Hospital Discharge support packages in the main consists of 4 x 30 min visits per day, 7 days a week at a weekly cost of £287.56 resulting in an annual cost of £14,953.12.

This establishment of the DDL Care Hub will provide a combined alternative to the above, which will support people live for as long as they can independently, supported by community focused care.

The table below provides fuller details of the costs associated with the three alternative models of care delivered over the first 6 week period after hospital discharge and then for the following 46 weeks

	Care Hub 5 days per week for 6 weeks	Care visits per day per week for 6 weeks	46 week post combined package care cost	Total Cost	Current Care Package	Savings to Partnership
Care Package 1 Hub plus 1 x 30 mins	£3,000	£431	£3,307	£6,738	£14,953	<b>£8,215</b>
Care Package 2 Hub plus 2 x 30 mins	£3,000	£863	£6,614	10,477	£14,953	<b>£4,476</b>
Care Package 3 Hub plus 3 x 30 mins	£3,000	£1,294	£9,921	14,215	£14,953	<b>£738</b>

### Preventing Hospital Admissions due to Falls/Hip Fractures

Having established an early intervention referral process with allied health professionals, it is anticipated that the DDL Care Hub will work with the Partnership to prevent hospital admissions, the following is an example of the potential savings which the Partnership can expect if one person is prevented from being admitted to hospital:

7 Days in Hospital	14 Intermediate Care days to Facilitate Returning Home	Care at Home Package 3 visits per day x 52 weeks	Total Cost	DDL Care Hub Referral 3 x per week – preventing hospital admission	Total saving for each admission prevented
£14,000	£1,500	£11,214	£26,714	£15,600	<b>£11,114</b>

### Preventing Hospital Admissions due to Urinary Tract Infection

To support allied health professionals, reduce the number of hospital admissions for people vulnerable to urinary tract infections, a referral process to attend the DDL Care Hub once a week will enable early detection will be established. The following is an example of the potential savings which the Partnership can expect if one person is prevented from being admitted to hospital:

10 Days in Hospital due to delirium	7 Intermediate Care days to Facilitate Returning Home	Care at Home Package increases by £71.80 per week for 6 weeks	Total Cost	DDL Care Hub Referral 1 x per week – preventing hospital admission	Total saving for each admission prevented
£20,000	£750	£431	£21,181	£5,200	<b>£15,981</b>

### Preventing Carer Relationship Breakdown

Emergency Respite	24 hours x 4 weeks	£2,800
	Residential Care	£38,723
		<b>£41,523</b>

Alternative combined care package, generating a potential saving of **£14,708**

Care at home	10.5 hours per week	£11,214.84
<b>The Hub</b>	3 x 6 hours (Mon, Wed and Fri 9am to 3pm)	£15,600.00
		<b>£26,815</b>

## 5 Next Steps

Engagement with the communities of Peebles, Cardrona, Innerleithen and Walkerburn to establish what they want from a community focused care building based service.

Establishing links with:

- NHS Borders, GPs, AHP and District Nurses
- Local Businesses
- Adult Social Care
- Community Groups

Communication and Marketing Strategy

- Peeblesshire News advert
- Peebles Life Magazine advert, free magazine delivered to every home in Peebles and Cardrona.
- Radio Borders announcement
- Flyers in local shops, churches, health centres, children's centres and carers services
- Open Day to promote facilities

## 6 Appendices

Appendix 1 Questionnaire

Appendix 2 Adult Social Care Review – Feeley Report Recommendations

[Independent Review of Adult Care in Scotland \(www.gov.scot\)](http://www.gov.scot)

Appendix 3 Health and Social Care Standards My Support – My Life

[Health and Social Care Standards: my support, my life - gov.scot \(www.gov.scot\)](http://www.gov.scot)