

Integrated Impact Assessment

Summary Report

Each of the numbered sections below must be completed

Interim report		Final report	
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(Tick as appropriate)

1. Title of plan, policy or strategy being assessed

Emergency Decision - Temporary suspension of partnership day centres for older people due to Coronavirus pandemic

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

The majority of people currently supported by day services s are older and frailer, and are likely to fall into the clinically very high risk as Shielded and/or Vulnerable Groups categories, as defined by Scottish Government, where isolation is prescribed or suggested, for protection against contracting covid-19.

The 5 day centres for older people which are run by the Edinburgh Health and Social Care Partnership were suspended on Monday 16 March 2020 in order to comply with social distancing Government restrictions and Health Protection Scotland advice relating to the control of Coronavirus. of the 207 older people who use these internal services, the majority have an established package of care, and where required, have had this supplemented if required, or new referral to Social Care Direct where necessary.

Registered day centres which are contracted by the Partnership, and day services which receive a grant from the Partnership were advised to suspend temporarily and have put in place alternative arrangements for people to continue to receive some form of remote support needed to remain at home. Where this was not possible, organisations were advised to contact Social Care Direct.

It is now apparent that day centres may need to be suspended for some time, as a result of ongoing physical distancing guidance form Scottish Government, and we are now in an adaptation phase of the current pandemic.

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

There was no prior public involvement regarding the emergency decision to temporarily suspend the day centres, as this was an immediate response as a result of Scottish Government guidance. Where possible, the decision to suspend the centres was discussed with the people supported by the service the week the day centre services were suspended, and they were given a letter to explain the decision, either to take away with them, or sent to them. Where this was not possible due to the timescale, people and/or their family were contacted by telephone.

People and/or their families were advised that alternative arrangements would be made to ensure that they would continue to receive the support needed to remain at home, and that this might include home visits, telephone contact arrangements or alternative arrangements to meet individual needs.

Copies of letters issued to providers and users are included in Appendix 1.

For EH&SC Day centre users, limited telephone contact is maintained to allow an opportunity for people and/or their families to raise any concerns and check-in on their wellbeing.

Registered Day services are continuing to provide alternative support to their users, including wellbeing checks and delivery of food, and other essential supplies.

4. Date of IIA

5 May 2020

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
Katie McWilliams	Strategic Planning and Quality Manager for Older People and Carers – IIA training completed 2009
Sarah Bryson	Strategic Planning and Commissioning Officer <i>Facilitator – IIA training completed November 2017</i>
Sophie Milner	Transformation Project Manager – IIA training

	completed Jan 2020
Tracy Lowe	Day Service Manager
Lewis Hunston	Day Service Manager
Anne Walker	Hub Manager, North West Locality
Karen Thom	Strategic Planning and Commissioning Officer
Mike Massaro-Mallinson	North West Locality Manager
Jenny McCann	Programme Manager

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 2018-19 	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. • 30% of people supported by EHSCP day service are in the F IoRN group, require support from another person with ADL's • 18% of people supported by EHSCP day service are in the C IoRN group and may require support from another person with ADL's • 16% of people supported by EHSCP day service are in the I IoRN group and need support from another person with ADL's and continence
<p>Data on service uptake/access</p> <ul style="list-style-type: none"> • Internal Review of needs of people supported by EHSCP service • EHSCP contract 	Yes	<ul style="list-style-type: none"> • 207 people supported in a mainstream EHSCP day service placement • Approximately 1000 people supported through externally contracted day service provision • There is one provider of day services

Evidence	Available?	Comments: what does the evidence tell you?
monitoring data • Performance report		for older Asian people from India, Pakistan, Bangladesh and Mauritius. • The EHSCP contracts 70 places per week, they currently support around 120 people either through the contracted day support service or their outreach service.

Data on equality outcomes	no	
Research/literature evidence	Yes	<p>The benefits of day service provision are widely recognised and reported. These benefits include:</p> <ul style="list-style-type: none"> • Improved wellbeing • Preventing/delaying physical and mental deterioration • Support people to retain their independence • Support carers • Reduce social isolation <p>Day centre services act as communities that enable and provide added value around improving quality of life, wellbeing and supporting people to remain in their own home.</p> <p>https://www.kcl.ac.uk/scwru/people/orellana/Day-centres-for-older-people-Briefing-2017.pdf</p>
Public/patient/client experience information		<p>Since the temporary suspension have been implemented, limited telephone contact, or face to face contact through care workers is made with people or their carers to check on their well-being. To date there has been no major issues reported however as time goes on, carer strain is showing. Feedback is that the situation,</p>

		especially for carers, is not sustainable in the long term. The lack of breaks from caring is proving to be a concern.
Evidence of inclusive engagement of service users and involvement findings	No	As noted above. We have not been recording on AIS our conversations with service users, partly due to a lack of IT. This has now been resolved and a retrospective case note will be added for each service user. Going forward all contacts with service users will be written in their case record on AIS. A quicker process for escalating concerns has also been put in place.
Evidence of unmet need		There are currently no specific reports of unmet needs although carer strain is becoming evident, particularly due to a lack breaks from caring.
Good practice guidelines	Yes	Guidance from Scottish Government to suspend Day Services - Coronavirus (COVID-19): clinical guidance for the management of clients accessing care at home, housing support and sheltered housing - section 8 Day Centres https://www.gov.scot/publications/coronavirus-covid-19-clinical-guidance-care-at-home-housing-support-and-sheltered-housing/pages/8-day-centres/
Environmental data	No	
Risk from cumulative impacts	Yes	People will also be impacted by other imposed restrictions of the “lockdown”. These may also increase social isolation and reduce opportunities to be physically and mentally active. Older people, their families and carers are also having to cope with rapidly changing information and guidance and may feel cut-off from their regular support systems in the wider community. The worrying media reporting may also increase anxiety. This is particularly difficult/upsetting for people with dementia who may also forget they are isolating/in lockdown and venture out. There

		<p>can also be repeated stress and fear as they re-learn of the pandemic</p> <p>The uncertainty and not knowing when “normality” will return is a further strain.</p>
Other (please specify)		
Additional evidence required		

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>Temporary suspension of the day services will lead to a reduced risk of Coronavirus infection spread, and possible saving of lives, and reduction in the strain on the NHS and social care services. ‘stay home, save the NHS, save lives’</p> <p>Opportunities for closer connections with family members because some may have more capacity due to lockdown although these connections may be of a remote nature if the people are Shielding, and impacted when new government guidelines on restrictions are eased.</p> <p>Negative</p> <p>The loss of the day centre services for individuals may result in increased social isolation, increased physical deterioration, increased boredom and anxiety due to lack of activities and a general decrease in general well-being</p> <p>Changes to regular support system and daily structure may be distressing and very difficult for some people,</p>	<p>Older people/those with disabilities</p>

particularly those with a cognitive impairment

The suspension of the services contribute to a loss of choice for people over their social activities and the potential reduction to their independence.

The loss of the regular day service may result in delays in noticing health conditions and missing persons (particularly for those with dementia)

People with dementia do not retain information about the risk of COVID19, therefore may go out and get concerned/anxious when they cannot go to Day Centre and lose their daily routine

Carers

Increased stress and physical demands may be placed on carers and family. This may be exacerbated for carers who may also have additional care responsibilities for children whilst schools are closed due to lockdown

The demand placed on some carers may increase as lockdown is eased as some family members who helped provide care may have to return to work before day centres can open

Loss of breaks form caring for carers.

The uncertainty of when “normality” will be resumed increases the stress on carers as many recognise that the current situations may not be sustainable in the longer term

There is a potential issue regarding training, availability and supply of PPE for outreach work, personal assistants and carers.

Staff

Due to governmental restrictions and the suspension of day services staff will be redeployed.

Carers

Staff

<p>Environment and Sustainability</p> <p>Positive</p> <p>The loss of day services has reduced journey trips for people however may increase journey trips for care providers. Likewise, there may be a reduction in carbon emissions from transporting people to centres, and heating venues however, home heating emissions may rise</p> <p>Negative</p> <p>The continuing closure of buildings when lockdown is eased whilst day services are still required to be suspended, may make them:</p> <ul style="list-style-type: none"> • susceptible to vandalism, • gathering areas where unsociable behaviour might occur. • deteriorate, impacting ability to use on an ongoing basis 	<p>Affected populations</p>
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<p>Economic</p> <p>Positive</p> <p>Grants and contract payments will continue throughout the period to help organisations be economically sustainable</p> <p>Negative</p> <p>Providers of day service centres may find themselves to be economically unsustainable due to a loss of day centre income whilst having to continue to pay costs. Additional net costs may also be incurred e.g. cost of PPE.</p> <p>Some care providers have had to pay retention for transport normally used so there is an additional consideration for businesses and the need to find out the impact of community travel.</p>	<p>Affected populations</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?**

N/A - contractors are already in place for external provision..

- 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.**

A discussion paper is being developed and this will consider returning to the transformed and renewed position post covid-19 restrictions being lifted. Communications will be considered as part of this work.

Updates for people usually supported by a day service will be provided through the regular well-being check-ins and/ or through the care provider when appropriate.

- 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 evidence from providers both internally and externally is being gathered about lessons learned: how they have managed to continue to provide some supports during covid-19, any improvements that should be considered going forward once suspension lifted, and how long it might take for services to resume, and any net cost implications experienced. If at all possible impact on people and their outcomes will be gathered too.

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

People will be referred for, if they wish, a telephone befriender through the Vulnerable Group Helpline **0800 024 1222** or 0131 200 2306, edinburghvulnerable@edinburgh.gov.uk to enhance support through the third sector.

Or, if they indicate they are being Shielded, people will be referred for, if they wish, assistance with food and/or medicines through the Shielding Group Helpline: 0131 200 2388; shielding@edinburgh.gov.uk

All contact with service users will be recorded on their case record in AIS. Staff resources and IT for this has been agreed. Any issues of concern will be acted on. Part of the call will check the service users' mental and physical wellbeing, as far as it practical by telephone; and check if there are any practical tasks that need attended to, such as collecting a prescription or shopping. Mental and physical wellbeing concerns will be discussed with a professional worker and acted on, as appropriate.

Practical tasks will be referred to the Vulnerable Group Helpline **0800 024 1222** or 0131 200 2306, edinburghvulnerable@edinburgh.gov.uk.

Cross-referencing formal shielded groups, and people contacting the vulnerable groups line should take place to avoid duplication of work and ensure efficient use of resources. Community resources should continue to be tapped into and co-ordinated, for example volunteers signed up with Volunteer Edinburgh could call older people for a chat to help relieve boredom for both shielded and any contact form people who consider themselves vulnerable

The number of older people usually supported by a day service who are shielded should be determined in order to help identify phasing to meet demand as restrictions are lifted. It may be that a mixed model of continuing to support people remotely will have to continue for people shielding, whilst others are able to resume attendance.

There is a need to determine what engagement with contracted organisations is taking place through the Command centre, to ensure a co-ordinated approach to seeking information from providers.

As indicated above, a providers' survey is being developed to inform a Lessons learnt and moving forward report. The survey will cover various topics including: service changes/innovations which were required and have worked well; actions which may help move forward when suspension lifted ; impacts on older people; thoughts on the recovery process; and financial information including additional outlays and reduced costs.

There are ongoing discussions regarding how we as a Partnership engage with care providers for feedback in a consistent approach. There are also further complexities as some feedback has already been gathered and some people are aligned to more than one service area.

Discussion with Contracts team, localities, procurement, finance and relevant officers will take place to finalise the survey and ensure a co-ordinated approach is taken.

The additional stress and lack of breaks from caring for carers is recognised and it is acknowledged that for many carers the situation is not sustainable. A carers' forum has now been established, comprising key carer organisations across the City. A communication, in partnership with the carers organisations, will be going out to all unpaid carers in the city (approx 10,000) to let them know about the carer support which is available, and also give details of how they can have a discussion to determine their carer status, and have a carer support plan developed, if appropriate, which will allow them; to access benefits such as carer allowance, as well as being accessing priority at shops and easier access to grocery home deliveries; support such as dog walking and grass cutting services; and reminding them of shielding and vulnerable groups telephone lines, for any ongoing concerns. The vulnerable groups contact centre have been advised that there may be an increase in phone calls when the letter goes out to unpaid carers. More information can be found on the [EHSCP website - carers page](#)

The Edinburgh Partnership Resilience Care for People Group, has heard that Interfaith Edinburgh, charity, is conducting wellbeing calls and live streaming services, to provide further connection for citizens and carers.

Updated information providing practical advice for people with dementia and their carers and links to further support will be posted on the [EHSCP website](#).

The Command Centre is coordinating communications and managing PPE and should be contacted for the latest advice and access to PPE through commandcentre@edinburgh.gov.uk

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
Ensure contact has been made and continues to be made with every service user (or their carer) either through service provider, through well-being check-in call or through the alternative homecare provided. Ensure contacts and attempts to contact, are recorded. Resources to carry out this work are to be identified.	Mike Massaro-Mallinson Catherine Mathieson	Since closure and ongoing	
Discussions to take place with other teams, including command centre and localities, to ensure efficiency, added value and a co-ordinated approach is taken to communications and feedback gathering	Katie McWilliam		
Lessons learnt and moving forward survey to be prepared and distributed to providers. This will also include finance questions relating to net additional costs incurred by organisations. . Survey responses will be used to inform discussion paper regarding reconvening services	Katie McWilliam and Jess Brown, in discussion with contracts, finance and procurement	June 2020	
Check to determine what feedback command centre has requested re additional and reduced costs for providers?	Karen Thom		

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
Letter to unpaid carers informing them of help and advice which is available including how to access PPE, advising them to formally connect with Edinburgh Carer Support Service to discuss their carer status, how to connect with us if they consider themselves vulnerable, and how to connect with local carer organisations, all of whom remain operational	Katie McWilliam	Mid May 2020	
Cross-check those who were using day centres with those on the shielding list	Craig O'Donnell	same as above re letter to carers	

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

As noted above.

15. Sign off by Head of Service/ Project Lead

Name: *Katie McWilliam*

Date: 20 May 2020

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.

Section 6 – Appendix

Appendix 1:



Letter to Service
Users Day Opportur