



Isle of Man
Government

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**Older Peoples Services
Commissioning Action Plan
2016 – 2020**

This is a simple general action plan subject to change based on stakeholder input but is indicative of the actions the Department intends to take. More detailed project plans will be developed as required.

Action	Resources required	Timescale
Establish an Age Well Partnership Board.		2016
Signposting Services		
We will continue to improve our website presence through development, updating and reviewing information available.		Ongoing
Prevention Services		
<p>We will continue commissioning the Meals on Wheels service, retendering for the service in due course. We will review the service specification to ensure sustainability.</p> <p>We will assess the impact, and value provided, by the contract cleaning service and enhance the service specification for cleaning services if this contract is retendered.</p> <p>We will continue to support befriending services but will review how we support this and consider if a contractual basis of support may better suit the needs of the community and allow us to specify outcomes.</p>	<p>Within existing resources</p> <p>Within existing resources</p>	<p>2015</p> <p>2016</p> <p>2017</p>
Assistive Technology		
Assistive technology provides benefit not just to social care, but also to primary care providers. As such we will review the position with primary care colleagues with a view to preparing a consistent programme of provision through joint commissioning of equipment purchases and service provider.		2016

<p>We will continue to provide assistive technology in our Resource Centres and review products that may improve residents experience.</p> <p>Whether as a result of joint commissioning or not we will ensure our Reablement Team has access to appropriate assistive technology to assist through the reablement process.</p> <p>We will consider approaches to enable the provision of a secondary response service, either by joint commissioning or via third sector voluntary scheme (or a combination of both). The initial stage will be to collect current data on service gap need.</p>		<p>Ongoing</p> <p>2016</p> <p>2017</p>
<p>Respite Care services</p>		
<p>We will continue to commission respite resource in the West though we will review capacity.</p> <p>We will continue to provide respite in our resource centres but this will be based on arrangements discussed in residential and nursing care.</p> <p>While operational flexibility will be maintained we will review residential respite capacity in the North.</p>		<p>2016</p> <p>Ongoing</p> <p>Ongoing</p>
<p>Reablement Service</p>		
<p>We will continue to develop the Reablement Service with a view to incrementally increasing capacity (current capacity is 300 per annum, we will seek to raise this to 400).</p> <p>It is important to achieve a rapid and efficient throughput from our reablement service and monitoring of activity and outcomes needs to be robust to ensure continuous improvement is made.</p> <p>We will further reduce the use of respite beds where respite is used in lieu of available rehabilitative services.</p>		<p>2016</p> <p>Ongoing</p> <p>2020</p>
<p>Home Care</p>		

We will review the structure and organisation of Home Care, with a view to achieving this by December 2016.		2016
We will seek to introduce new arrangements to ensure achievement of strategic aims (reduction in use of residential care) and continuing quality of provision.		2017
Day Care		
We will continue to commission day care for older people and will retender the service.		2016
We will consider whether community benefit will be enhanced by converting grant support to contract arrangements with clearly identified service aims.		2016
We will research demand around service availability and hours of operation (before the next contract is completed).		2020
Community Transport		
When commissioning community services that require people getting to a set destination we will include transport in the service specification and work with partners to minimise gaps in transport provision.		Ongoing
We will assess whether a specific community transport service would be of value to the community.		2016
We will support voluntary initiatives to provide driver/car services.		Ongoing
We will establish whether these services should be universal for everybody regardless of means.		2016
Sheltered and Extra Care Housing		
We will work in partnership with colleagues in the Housing Division of the Department of Infrastructure to review and develop the options available for the delivery of sheltered housing services to cater for people with low level need.		Ongoing

<p>We will develop a business case for the provision of extra care sheltered housing that is tailored to the needs of the Isle of Man and identifies potential demand. This is likely to consist of a mixed tenure scheme of 30 self-contained apartments on a shared site with residential care unit with a commissioned service provider.</p>		2016
<p>Residential and Nursing Care</p>		
<p>We have have developed a business case for the reprovision of Reayrt ny Baie and are in progress with the same for Cummal Mooar Resource Centre. Following the reprovision of these buildings, it is our intention to review how care is delivered from these centres and Southlands Resource Centre, with a view to moving towards an alternative means of service provision, such as through a Public Service Provider Function.</p> <p>We will review our relationship with nursing care providers with the intention of exploring a contractual relationship with providers for an, as yet unspecified, number of beds.</p> <p>All beds, residential and nursing, under contract will be subject to Fair Access to Services assessment.</p>		<p>2016</p> <p>2016</p> <p>Ongoing</p>
<p>Elderly Mentally Infirm Services</p>		
<p>We will conduct a review of EMI services structure and staffing model.</p> <p>In collaboration with key stakeholders we will conduct a fundamental review into future provision and appropriate service delivery models to achieve best possible outcomes.</p> <p>We will extend coverage of the Dementia Care Team across all of the Isle of Man.</p> <p>We will outsource EMI day services to address identified issues through the commissioning process.</p> <p>We will develop a business case for a peripatetic dementia service that can support residential care providers to meet the needs of people with dementia living in non EMI care environments by setting</p>		<p>2016</p> <p>2017</p> <p>2016</p> <p>2016</p> <p>2017</p>

<p>up valued activities sessions and coaching existing staff how to continue them, dementia care mapping, and provide support and advice around dementia friendly care environments.</p> <p>We will review the admission system for EMI Services to bring it fully in line with Fair Access to Services protocols and further develop the service eligibility criteria. In line with other Social Care Services, people in EMI Services will continue to financially contribute to their care.</p>		2016
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