

Effective Day Programmes



*meaningful
outcomes*

+ for social services +

What are the key elements of effective client-focused day programmes?



Workshop Overview

- Context for day programmes
- Examples of day programmes
- Presbyterian Support Northern day programmes research
- Elements identified as core to effective day programmes and implications for the future



Context for Day Programmes

- ❑ Two major government strategy documents: 1) *Positive Ageing Strategy* (Ministry of Social Development (MSD, 2001). 2) The Ministry of Health's *Health of Older People Strategy* (MoH, 2002).
- ❑ **'Ageing in place'** reflects international trends in which government policy has focused less on residential and institutional care and more significantly on informal family care or formal care provided by paid carers at the community level.
- ❑ Older people need the power to make choices which enables them to participate in the community, live a satisfying life and have a healthy lifestyle, as well as have access to a range of services necessary to 'live with confidence in a secure environment' (MSD, 2001).



Defining Day Programmes

- In pairs discuss how you would define day programmes.
- What kinds of day programmes are on offer?



Defining Day Programmes

- ❑ There is no one agreed definition of day programmes and in many contexts are also referred to as day care programmes or adult day services.
- ❑ Day services can be divided into three models: the medical model, the social model, and the combined model (Van Beveren and Hetherington, 1998).
- ❑ Programmes operating under the medical model include skilled assessment, treatment, and rehabilitation goals. The social model programmes focuses on socialization and preventive services whilst a combined model has elements of both a social and medical programme, depending on individual client needs.



Day Programmes

- ❑ Day programmes provide an important aspect of the care continuum supporting the wellbeing of both older people including those living with dementia and their caregivers.
- ❑ The programmes are often provided by not-for-profit organisations or charitable trusts that are intrinsically connected to their respective communities through the services they have provided over a number of years.
- ❑ Funding for the day programmes are obtained through sources that include state funding, private client fees, bequests, donations and contributions in the form of volunteer work.



International Examples of Day Programmes



❑ **Adult Day Services, Denver, USA:** Offers club-like program which is designed especially for senior adults, offering social interaction, cognitive stimulation, events and outings.

❑ **Health Services Adult Day Support Program Alberta, Canada,** provides day programs which include: recreation and leisure activities, family teaching and support, basic personal care, meals and snacks, physical therapy, occupational therapy and health monitoring.

❑ **London Borough of Hounslow, United Kingdom** provides practical and therapeutic support and the opportunity for clients to enjoy the variety of activities provided; develop and practice their skills; find out about the things they can and cannot manage; and get access to a variety of health and care services.



International Examples of Day Programmes

- ❑ Carlton, VIC 3053 Kensington Day Care Centre provides day activities for older people of Italian origins living in the Melbourne suburb of Kensington and surrounds. Prospective participants can be referred by family members and carers, GPs and other health professionals.
- ❑ Clayton, VIC 3168 The Australian Greek Welfare Society offers social and recreational programs for older people of Melbourne's Greek community. Prospective participants can be referred by GPs, healthcare workers, local councils, family members or by themselves.





Presbyterian Support Northern Day Programme Research

- ❑ Presbyterian Support Northern (PSN) has identified that the shift in demographic patterns at the older end of the age continuum will amongst other things, see an **increased number of clients requiring access to dementia-related services.**

- ❑ PSN commissioned Impact Research NZ to conduct research into:
 - the elements that make up an effective client-focused day programme for people living with dementia

 - the methods employed to measure the quality of outcomes of day programmes.





Background

- PSN Enliven has been providing community-based support and care for older New Zealanders since 2002. They have been contracted by various District Health Boards to run day programmes in five upper North Island locations.
- The focus of the research was on a day programme regarded as a non-residential day service utilizing a social restorative care model and although based in the community, excluded home-based services.
- The day programmes for older people, which include those living with dementia, were investigated as part of this research, with the perspectives of multiple stakeholders being considered.



The Clients of PSN Enliven Day Programmes

- The clients have been assessed and referred to the programmes by appropriate regional assessment teams such as those employed by the Needs Assessment and Service Coordination Service (NASC).
- While clients have a range of medical conditions or disabilities, many of the attendees have been diagnosed with dementia and are at different stages of the condition.
- Some clients have early on-set dementia while others have been living with dementia for many years and are much closer to requiring full-time residential care due to their personal circumstances and needs.



International Literature Review

A review of international policy frameworks highlighted that:

- **Australia** recognised dementia as a national health priority in 2005.
- **England** released its National Dementia Strategy in early 2009, **Scotland** in June 2010 and **Wales** followed in February 2011.
- The **United States** has not advanced a national dementia strategy, but has passed legislation at the end of 2010 signalling a commitment to national dementia plan in the future.

Commitment at national government level = more funding became available for the provision of dementia care at both the national and community level.



New Zealand

The provision of care for people living with dementia in New Zealand :

- Two major government strategy documents: 1) *Positive Ageing Strategy* (Ministry of Social Development (MSD, 2001) 2) The Ministry of Health's *Health of Older People Strategy* (MoH, 2002) are seen to also cover dementia-related care.
- New Zealand Dementia Care Framework (MoH, 2013)





Research aim

We aimed to find out what are the elements that make up an effective client-focused day programme for people living with dementia?

Key research questions

What are the elements that make up an effective client-focused day programme for people living with dementia?

What are the methods employed by organisations to measure the quality of outcomes of their day programmes?



Methodology

Field work was conducted at two sites (Hamilton and South Auckland). Qualitative and quantitative data were collected between January and March 2013.

- Document review preceded the field work— organisational documents
- Clients - structured observations and photovoice
- Family and significant others – survey and telephone interviews
- Day programme staff - interviews and online questionnaires
- Drivers – interviews
- Stakeholder interviews including local District Health Boards





Analysis

- Quantitative data from questionnaires were entered into an Excel database for statistical analysis and used to generate descriptive tables and figures.
- Individual interviews were audio recorded and transcribed. A thematic pattern analysis was performed on qualitative data from interviews and responses to open-ended survey questions.



Key Findings: Elements that make up an effective client-focused day programme



- Common elements of day programmes derived from the document review were considered alongside relevant literature and findings from the data to inform research question 1.
- Five main elements were identified.
- It wasn't in the scope of the study to evaluate the **actual** effectiveness of these elements, but these elements are considered core to what people **perceive** an effective day programme should comprise. Measuring the effectiveness may be a useful focus for a future project.



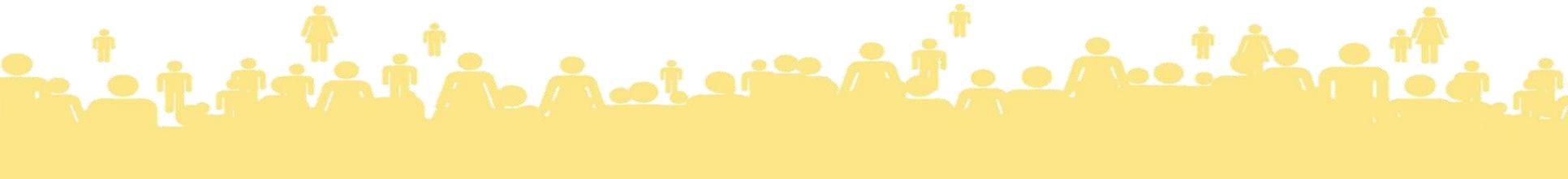
Key Finding 1: Activities aimed at improved client functioning

Effective day programmes are client focused, contribute to the development of a sense of security, encourage engagement with the programme through a range of activities and generally ensure that the person living with dementia experience a range of psychosocial benefits through their participation in the programme.



Client engagement with activities

- Physical exercise sessions and walking
- Arts and crafts-related activities and music/singing
- Cooking/baking and gardening
- Individual activities (e.g. reading the newspaper or magazines)
- Group-based games (e.g. board games, pétanque, bingo)
- Watching DVDs and using the internet/computers
- Visits/outings to places of interest and shopping
- Group meals
- Interaction with animals
- Interaction with children
- Conversations between participants



Key Finding 2: Caregiver benefits

Effective day programmes include a focus on caregivers to enable: participation in work and leisure activities, a reduction in stress and potentially capability to support the client better as to delay institutionalisation.

It allows me to work, to still have an income. I can meet all my family's needs (Caregiver 5);



2. Caregiver benefits

In terms of benefit to me personally, one thing that comes to mind is instead of sitting at work wondering what mum's doing at home, is she trying to cook ?or is she sitting at home vegetating wondering what to do? or has she gone for a walk? and will she be able to find her way back? I know that she is in the day programme four days a week and there is peace of mind (Caregiver 3).

For us, when she's gone, we get to clean up the house, move some things around, which she finds distracts her from her TV.... We do gardening, we go to the gym, we do walking. We do shopping (Caregiver 1).



Key Finding 3. Workforce capability

Effective day programmes employ staff that are well-trained and knowledgeable about dementia, possess key qualities, including the ability to build and maintain relationships, and clarity about their duties and expectations to manage challenges.

...all of our service coordinators and all of our managers, myself included, all went and did Career Force level 4 papers which is a standalone qualification, a good solid grounding that sits over and above the tertiary qualification that we've all got anyway, but specifically around the recognition of dementia.



Key Finding 4: Cultural responsiveness

Effective day programmes are responsive to clients and caregivers' cultural needs and staff members are able to address issues in caring for clients in a culturally appropriate manner.

“When I dropped off (family member) at the day programme it was good to see Maori women on the staff, it gives me a feeling of safety” (Caregiver 8).



Key finding 5: Service processes

- Effective day programmes have a focus on service processes, including targeted communication about what happens at the day programme while enabling staff and caregivers to get to know each other better, and access to resources.
- Resources enable effective transport and serving of refreshments. This in turn enhances the ability to create a routine that strengthens a sense of security for the client.
- The most important advantage of adequate referral processes seem to be the efficient development of individual intervention plans with measurable outcomes and targeted support.



Methods employed to measure the quality of outcomes of day programmes



- The document review provided insights on the methods employed to measure the quality of outcomes of day programmes, which were considered in the context of relevant literature.
- The findings from the data were used alongside these insights to develop an understanding of the methods employed, in response to research question 2.



Reporting and auditing processes

- The Counties Manukau and Waikato District Health Boards (DHBs) have very clear expectations outlined in their contract that PSN and other similar providers will participate in various formal activities which include reporting on a regular basis and engaging in auditing processes.
- This subsequently enables providers to use these measures to demonstrate what they are doing well, that the needs of the clients are being met and also call attention to any problems with how their service is being delivered.



Surveys

- The day programmes participate routinely in results-based accountability (RBA) surveys and encourage client feedback to monitor the quality of service delivery.
- These measures are aimed at both monitoring client outcomes and service improvement and signal a focus and commitment to best practice.



Outcomes Focused

- Key findings on the methods employed to measure the quality of outcomes of day programmes further **highlight questions about the nature and availability of evidence to inform decisions** regarding the design and implementation of day programmes.
- **Tools to document the effect of interventions are lacking.** A need exists to better describe and conceptualize individual and programmatic outcomes that can be implemented and measured in practice.
- **RBA frameworks can be a useful** mechanism to adopt an outcomes-focused reporting framework.



The elements identified as core to effective day programmes:

- Incorporate activities aimed at improved client functioning;
- Provide benefits to the primary caregiver;
- Have a high level of workforce capability;
- Are culturally responsive;
- Have a focus on service processes.



Future focus – Should a stocktake of day programmes delivered by NZCCSS be undertaken?



- ❑ What is the current profile of day programmes under the NZCCSS umbrella? (e.g. purpose, access or assessment process, expected outcomes, real costs of programmes)

Responses to a stocktake would be grouped and individual organisations not identified.

The profile could be used to inform policy and future planning.





Thank you

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