

# **Home Based Care and Support Services**

**The purpose of home care is:**

***“To support people to live in their own home as independently as possible and with dignity through the delivery of good quality individual care “***

Experts by Experience Group 2017



**Nottinghamshire  
County Council**

# Procurement Stage

The Home Based Care and Support Services tender was issued on the 28<sup>th</sup> February 2018.

We tendered for a single Lead Provider and a number of Additional Providers for each Lot area.

Lot 1 Bassetlaw

Lot 2 Broxtowe

Lot 3 Gedling

Lot 4 Mansfield and Ashfield

Lot 5 Newark & Sherwood

Lot 6 Rushcliffe

# Contract Timetable

Invitation to Tender issued	28/02/18
Bidders Response	09/04/18
Written Response Evaluations	10/04/18 to 04/05/18
Bidders Presentation	23/04/18 to 04/05/18
Selection of Preferred Bidders	11/06/18
Contract Commencement	01/07/18
Transition of exiting packages of care onto the New Contracts	02/08/18 to 30/09/18
Extra Care Service Commencement	01/10/18

# Contract Award

District	Lead Provider	Additional Providers
Bassetlaw	London Care Ltd Trading as Comfort Call Ltd	Leda Home Care Ltd
Broxtowe	Direct Health a Division of Accord Housing Association Ltd	London Care Ltd Trading as Comfort Call Ltd GP Homecare Ltd Trading as Radis Community Care Fosse Healthcare The Human Support Group Ltd Caremark UK Ltd
Gedling	The Human Support Group Ltd	Direct Health a Division of Accord Housing Association Ltd GP Homecare Ltd Trading as Radis Community Care Caremark UK Ltd Agincare Group Ltd
Newark & Sherwood	Fosse Healthcare	Hatzfeld Care Ltd (Novated to The Bhandal Group) Nestor Primecare Services Ltd Trading as Allied Healthcare
Mansfield & Ashfield	Fosse Healthcare	London Care Ltd Trading as Comfort Call Ltd Direct Health a Division of Accord Housing Association Ltd GP Homecare Ltd Trading as Radis Community Care Agincare Group Ltd Caremark UK Ltd Leda Homecare Ltd Nestor Primecare Services Ltd Trading as Allied Healthcare
Rushcliffe	No award	Agincare Group Ltd Westminster

# Current Position

Over 600 Packages of Care have been offered to Providers under this new contract.

Overall, Bassetlaw, a previously difficult to serve area, is working well with both Lead and Additional Provider responding to the majority of referrals for that area.

However in other areas acceptance rates are generally lower than contractually required for both Lead and Additional Providers. Providers are citing recruitment as being the greatest challenge.

## Home First Response Service (HFRS)

The HFRS service commenced in December 2017. From commencement to the end of August 2018 1051 people have been through the service. The average length of stay in HFRS is 13 days. Out of the referrals 29% have a reduced care package or no on going care requirements.

# **Actions to build market resilience and capacity**

- A 'pool' of Lead and Additional Providers in each area working together to meet local need
- Contracted minimum pick up/offer rates for Lead (75%) and Additional (25%) Providers
- Packages not picked up by either Lead or Additional Providers are advertised to a wider pool of providers via the Dynamic Purchasing System (DPS)

## **Contract and performance monitoring:**

- Support to Providers to work together and build capacity and contractual sanctions for Providers who fail to meet the 75% and 25% requirements
- Established systems for regular collection and analysis of data
- Collection of additional information from Providers on recruitment, staffing levels etc in order to track current and future capacity

# **Actions to build market resilience and capacity**

- Retendered for a Lead Provider in Rushcliffe
- Retendered for an increase in Additional Providers for Bassetlaw, Rushcliffe and Newark & Sherwood
- Community Partnership Officers maintain regular contact with Providers to facilitate collaborative working and share good practice around recruitment and retention etc
- A link worker in the Quality and Market Management Team – to ensure homecare requests for hospital discharge, HFRS and START progress through the system in a timely manner
- Additional funding for increased capacity in HFRS until 31.3.19
- Letters now issued to HFRS Service Users to improve throughput - to clarify the remit and time limits (7 days) of this service and provide advice for self-funders.