

## **REPORT OF CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH RETENDER FOR COMMUNITY-BASED CARE SERVICES**

### **Purpose of the Report**

1. The purpose of the report is to:
  - (a) advise Members of the requirement to undertake a re-tender of community-based care services, including home care, extra care and night care services
  - (b) seek approval to commence the tender and to award contracts to Independent Sector Providers for the provision of community-based care services.
2. The recommendations in this report constitute a key decision as they seek to let contracts for social care services in excess of a million pounds which will have a significant effect on a number of people and wards. The decision was first published in the Forward Plan of Key Decision on Thursday 8<sup>th</sup> December 2011.

### **Information and Advice**

3. The Council currently spends significant sums on community-based services for adults to enable them to continue to live at home. The types of services include the following:
  - Home care, including dementia care, night sitting services, end of life care and jointly commissioned with Health partners
  - Extra care services
  - Respite care services to give breaks to carers
  - Outreach Extra Care such as night response services
  - Assistive technology.

This does not include supported living for adults with learning disabilities and mental health needs as these are subject to separate contracting arrangements.

4. In accordance with Nottinghamshire County Council Financial Regulations and European Union Procurement rules, the Council is required to undertake a tender for the award of contracts for social care services on a 3-4 year cyclical basis.

5. The last home care tender was undertaken in 2007 and the new contracts commenced in April 2008 for an initial two year period with a view to extending these for up to a further two years. A total of 30 independent sector providers were selected to provide home care services under a Framework Agreement.
6. As well as providing home care services, the Council also has contracts with independent sector providers for the provision of extra care services. Extra care services are home care services, but also include the provision of assistive technology and access to additional care and support usually over 24 hours a day, seven days a week aimed at those people who have a higher level of need but who, with the required type and level of support, are able to continue to live in the within the extra care scheme.
7. There are currently 7 separate extra care schemes within Nottinghamshire with a total of 3 providers delivering the care services within these settings. The last tender for extra care was undertaken in 2008.
8. It is intended that the Council, together with health care commissioners, will undertake a single tender for the wide range of community-based support services identified in paragraph 3 above. Service users and carers will be included in redesigning existing services to ensure they meet the future needs of people who have health and social care needs. The Council will seek to ensure that there is sufficient provision of good quality care and support services across all parts of the county, including in rural areas, to enable people to remain in their own homes.
9. The development of the service specification has already commenced and it is proposed that the procurement process will be conducted during the summer with the view to awarding contracts in late December, to allow for a three month period of implementation for services to commence with effect from 1<sup>st</sup> April 2013.
10. It is proposed that at the same time, the procurement exercise will determine the relevant contracting methodology, i.e. Framework Agreement, Contract or establishing an any qualified provider list that will enable the Council to call-off care and support services to be delivered within the planned new-build Extra Care Housing Schemes, once they have been developed. This will avoid the need for a further costly and time-consuming tender process.

## **Drivers for Change**

11. Local authorities are required to deliver social care services in accordance with *the [2011/12 Adult Social Care Outcomes Framework](#)*. The Framework identifies the key objectives for local authority commissioned adult social care services which ensure that service users and carers are central in the planning and the delivery of services. Local authorities are required to ensure that the services it provides or commissions:
  - Enhance the quality of life of people with care and support needs
  - Delay and reduce the need for care and support
  - Ensures people have a positive experience of care and support

- Safeguards adults whose circumstances make them vulnerable and protects them from avoidable harm.
12. One of the Council's key strategies for adult social care is to reduce the number of people that are placed in residential care and to help people to live as independently as possible in their own homes. This includes providing support and breaks to informal carers to enable them to continue their caring role.
  13. With the personalisation of adult social care, the Council has sought to help people to manage their own care so that they have higher levels of choice and control over how their care is provided and who is it provided by. The Council has a responsibility to ensure there are sufficient home care providers and services for people to access as and when they are needed. This also includes ensuring that services are available for people who fund their own care.
  14. There continues to be a significant increase in the number of people with dementia and the Council is required to ensure that appropriate services are available within the community to support people with dementia, and their carers. The Council needs to ensure independent sector providers and their care staff are trained and experienced in providing complex packages of care to meet the needs of people with dementia.
  15. As part of its joint health and social care commissioning strategy for older people, the Council is working in partnership with health care commissioners to ensure that sufficient good quality services are available to prevent hospital admissions, to facilitate prompt discharge from hospital settings and to prevent re-admission. The joint strategies also seek to ensure that people are not admitted into residential care directly from hospital upon discharge without the opportunity to have home care services to see if they could benefit from reablement within their own home.
  16. The Council continues to develop and enhance its monitoring and auditing activities to ensure that the care and support services are of good quality. This includes:
    - the use of electronic monitoring, currently through the use of the Infocare system
    - annual quality audits of providers, including their training plans and records, their care planning and risk assessment processes
    - regular monitoring visits and meetings with the providers' registered managers by both adult social care staff and health care staff.
  17. As part of its improvement programme, the Council aims to achieve savings and efficiencies to the value of £760,000 per annum in relation to the provision of community-based services. This will be achieved through streamlining its processes both in the way in which the services are arranged and in the ways in which they are delivered. This will include:
    - Seeking the most cost effective way of monitoring the quality of the services, including the electronic monitoring processes

- Enabling more service users and their carers to manage their own services wherever they are able to do so
- Engaging with small micro providers and local community initiatives to ensure that low level preventative services are widely available for people to access directly without the need for the Council to intervene
- Reducing the processes by which individual packages of care and support are organised by both social care and health care staff so that services are arranged more swiftly and at reduced cost.

18. It is anticipated that the saving target will also be achieved through the procurement process which will enable providers to offer savings through contractual arrangements which allow them to achieve economies of scale.

### **Other Options Considered**

19. The Council's Financial Regulations and European Union procurement rules place a requirement on the Council to complete procurement exercises within the open market for social care services on a regular basis, preferably within a four year cycle.

20. In order to reduce procurement costs, the Council is seeking to undertake a single procurement process for a range of community-based services, including for extra care services for the planned new-build Extra Care Schemes.

### **Reason/s for Recommendation/s**

21. As outlined in paragraph 19, the Council is required to undertake tenders for care services on a regular basis.

22. The tender will provide the opportunity for new and emerging providers to deliver services within Nottinghamshire. It is anticipated that this will increase capacity of community-based services to meet increasing demand arising from demographic pressures and to enable more people to be diverted away from residential care.

### **Statutory and Policy Implications**

23. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Implications for Service Users**

24. The development of a wider range of services, commissioned in an integrated way should ensure that service users and carers receive an enhanced and streamlined service. The tender process will ensure that providers are tested in relation to their experience, evidenced against their track record of providing good quality services.

The process will also ensure that providers are available to provide care and support services in all parts of the county including rural and more difficult to reach areas.

25. It is possible that some service users may experience a change of providers during the transition period as the new contracts commence in October 2012. All effort will be made to ensure continuity of care and minimal disruption to service users and their carers, and to care staff that provide the care and support services.

### **Financial Implications**

26. The tendering exercise can be delivered from within existing resources.

## **RECOMMENDATION/S**

It is recommended that Members:

- 1) note the requirement to undertake tender for community-based social care services
- 2) approve commencement of the tender and award of contracts to Independent Sector Providers for the provision of community-based care services.

### **COUNCILLOR KEVIN ROSTANCE**

**Cabinet Member for Adult Social Care and Health**

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### **Constitutional Comments (LMc 22/02/2012)**

26. Cabinet has delegated authority under the Scheme of Delegation within the Constitution to approve the recommendations in the report.

### **Financial Comments (TMR 22/02/2012)**

27. There are financial risks arising from the re-tendering of the homecare contracts, both from future pricing and the realisation of savings, and any change in monitoring arrangements. These will need to be considered throughout the process.

### **Background Papers**

None.

### **Electoral Division(s) and Member(s) Affected**

All.

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