

# Tender for home based care and support services

Caroline Baria  
Service Director,  
Strategic Commissioning, Access and Safeguarding

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## **Home based care and support services:**

- **Strategic priority for the Council:**

The provision of care and support services which enable people to remain living independently in their own homes for as long as possible

- **Care Act, 2014**

Places a duty on local authorities to ensure there are sufficient care and support services in the local area to meet the needs of local citizens

- **Types of services to be tendered include:**

- dementia care
- end of life care
- respite care in people's own home
- support for people to access community resources

# National Context

## Threats:

- Increasing demand for services arising from demographic pressures
- Significant financial pressures across public bodies and severe reductions in funding for social care
- Pressures within NHS services, including acute hospitals
  - the need to have in place good hospital avoidance services and effective discharge arrangements including swift access to care and support services in the community
- Workforce - high staff turnover; value of the role of care workers; pay and terms and conditions; alternative employment
- Providers handing back contracts deemed to be unviable

# National context cont.

## Opportunities:

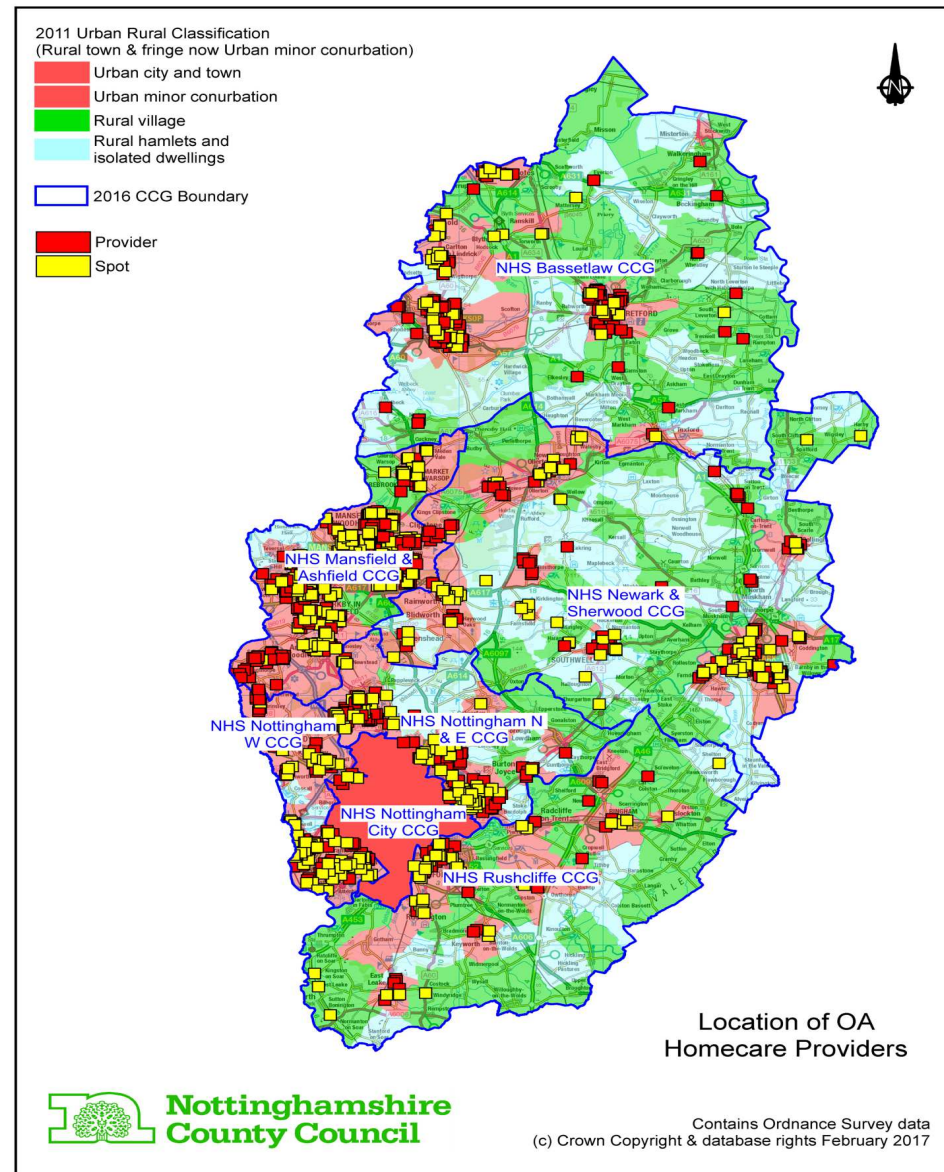
- Recognition of the need to act now to ensure market sustainability
- Improved Better Care Fund
- The Green Paper – future funding of adult social care
- The Sustainability and Transformation Programme
- Health and social care integration

# Current arrangements

## Local Context:

- Limited capacity from core providers
- Open book exercise in summer 2015 showed some services not viable due to increasing staff-related cost pressures and high staff turnover
- No in-built mechanism to apply fee increases arising from inflation related cost pressures
- Lack of capacity in rural areas of the county particularly pronounced
- Need for interim hospital discharge services to reduce delays in hospital discharges
- High use of, and reliance on, spot purchasing arrangements

Home care provision  
across Nottinghamshire  
delivered by  
Core Providers (red)  
delivered on a  
spot purchasing basis  
(yellow)



# Tender planning process

- The budget for home care services is £19.7m for 2017/18
- This does not include the funding allocated for Direct Payments which are frequently used by people who arrange their own home based care and support services
- Review of existing services completed in partnership with the 5 county CCGs (excluding Bassetlaw CCG)
- Worked alongside City Council and City CCG who are in the same position and are also due to tender their services this summer
- Co-production with service users and carers

## Experts by Experience

- Personal experience of services
- Vision for homecare in Nottinghamshire
- Role of the Experts by Experience



# Commissioning for outcomes

- A model of home care which is focused on the identification of people's individual outcomes and services designed and delivered to meet those outcomes
- Move away from services commissioned on the basis of 'time and task' – a significant change for our assessment staff and for providers
- Pilots with current core providers – testing how the services are designed and how payment arrangements are made to enable providers to deliver more flexible and responsive services
- Learning from the pilots to inform the service specification

# Payments based on delivery of outcomes

- Current arrangements based on information from Electronic Call Monitoring system, CM2000, related to time and task
- Move to paying providers based on evidence of delivery of outcomes which may include:
  - Service user and carers' views and experiences
  - Successful reablement and delaying need for residential or nursing care
  - Help with swift hospital discharge and/or hospital avoidance
- This is being considered as part of the pilots with current providers
- Once the payments models are tested it is proposed that new contracts will move to the new payment on outcomes model

# Recommendations

- 1 Approval to commence a tender for generic home care services, to include:
  - dementia care, end of life care, respite care (non-residential), and support for people to access community resources
- 2 Approval to commence a tender for a 24 hour urgent care and crisis/rapid response
- 3 Approval to implement a new outcomes model of service with a change in payment arrangements from the second year of the contract, to payment for outcomes
- 4 Approval to build in a process for determining and allocating an annual index-linked inflationary increase to the contracts to take into account cost pressures arising from the increases in the National Living Wage