

29 March 2021

Agenda Item: 10

REPORT OF THE CORPORATE DIRECTOR, ADULT SOCIAL CARE AND HEALTH

TENDER FOR THE RAPID RESPONSE HOME BASED CARE SERVICE

Purpose of the Report

1. The report seeks approval to tender for the Rapid Response Home Based Care Service through an open procedure for a single provider.
2. The report also seeks approval to award the contract to the successful bidder for a maximum term of seven years (initial contract term of two years, with an option to extend for up to five additional years. As this service will be purchased through Council's Home Based Care Services Dynamic Purchasing System (DPS) the contract term aligns with those of the other services that are already purchased through the DPS.

Information

3. The Rapid Response Home Based Care Service is one of the services that forms the suite of services that the Council commissions to provide a range of home-based care services to adults in Nottinghamshire. The current contract for this service is due to expire so a procurement exercise is required to secure a replacement service to commence from September 2021.
4. One of the Council's key strategic intentions is to support people to live independently in their own home for as long as possible. The overarching model for Home Based Care and Support Services has been developed to support this intention, bringing together services that will help deliver principles laid out in the Care Act 2014, particularly in relation to the following:
 - to prevent, delay or reduce the development of people's social care needs, so far as possible
 - to work in an integrated, person-centred way, with all other support agencies including those in the third sector.
5. The model has two main elements, short term Reablement services and longer term services for which people require an eligibility assessment.

6. The short term Reablement services focus on avoidance or delay of the need for longer term Home Based Care and Support Services through targeted interventions to maximise independence, supporting people through short term crisis and providing more accurate assessments of need to inform any care planning for longer term services, if required. The Council's Maximising Independence Service (MIS) and the Home First Response Service deliver this element of the model. These two services assist many people to regain or retain independent living skills and as a result reduce the need for ongoing Home Based Care and Support Services.
7. The second element of the model addresses the needs of people who require longer term or ongoing services. Whilst these services are for people with longer term care needs, they are nevertheless based on an ethos of promoting independence. They should encourage people to retain and regain their confidence and independent living skills and over a longer period to reduce their dependency on care services. This requires providers to work in a different way, to take a more person-centred, enablement focused and flexible approach. Services are therefore commissioned as outcome-focused care and individuals who use the services become partners in care, designing and co-producing their own care plans and agreeing desired outcomes.
8. The model was created in collaboration with a range of stakeholders, providers, staff and a group of carers and people who use services. The 'Experts by Experience' group worked together to influence the model and delivery of Home-Based Care and Support Services in the County. They defined a vision for services, which is included in the "Experts by Experience Home Base Care Charter": *To "Support people to live in their own home as independently as possible and with dignity through the delivery of good quality individual care "*. The full Charter is attached as **Appendix A**.

The Rapid Response Home Based Care Service

9. The Rapid Response Home Based Care Service is a county-wide, short term service which provides extra home based care capacity at times of greater pressure so complements and supplements both Reablement and longer term existing services where and when needed. The service will adopt a Reablement approach, it will support and encourage people to regain and/or retain independent living skills and to gain in confidence. Support may be required for a period of just a few days up to a few weeks.
10. The aim of the service is to ensure that temporary support for people can be put in place very quickly, to allow time to plan and arrange the home based care and support service that would be most appropriate, either a short term home based reablement service or a longer term home based care service. It can also be used in situations where a home based care provider is suddenly or unexpectedly unable to deliver its contracted services and alternative provision is needed very quickly pending the situation being resolved or longer term plans being put in place.
11. The service will ensure that people receive the right support at the right time, which in turn will help to avoid:
 - dependence on a service that is no longer needed or appropriate
 - inappropriate admission to residential care homes or hospital
 - longer than necessary hospital stays (delayed discharges).

12. People using the service will be adults aged over 18 years. Most will be older adults (aged over 65 years) but some younger adults may also need a service. People will have identified social care needs and potentially some health care needs. This could include people with dementia, people with physical disabilities and long term health conditions.

Current Position

13. The current Rapid Response Home Based Care and Support Service contract was awarded to AMG Nursing & Care Services in 2019. The contract was issued for one year with a further year extension and as this is due to expire a tender exercise is required to identify a provider ready for September 2021.
14. As this is a supplementary service and only used when required it is not a block funded arrangement and there is no guarantee of commissioned hours or numbers of referrals. However, during 2019/20 the average number of people using the service at any one point in time was 20-25. Usage has risen more recently during the Covid 19 pandemic due to increased pressure on hospitals and the impact of short term staff shortages in some care agencies. At one point it rose to 75 people for a short period of time.
15. The intention is for the Rapid Response Home Based Care Service to be procured through an open procedure for a single provider on the basis that:
 - there is no guarantee of commissioned hours and limited work for multiple providers
 - there is an advantage in having a separate contract from the main services as it offers additional and ad hoc capacity which can be called on in times of increased demand
 - there is an advantage in having a separate contract from the main contracts as it offers additional capacity in times of unexpected events such as infection control issues e.g. Covid 19 or provider failure.
16. The initial contract term will be for two years, with an option to extend for up to a further five years. This service will be purchased through the Council's Home Based Care Services Dynamic Purchasing System (DPS) so the contract term will align with those of the other services that are already purchased through the DPS. As the Home Based Care Services DPS is a joint initiative with the Clinical Commissioning Groups (CCGs) the NHS Contract has to be used even though the Council is the lead commissioner.
17. The main home based care contract was established in 2018 so has two years to run before the initial term expires and the option for a further five years is considered. So establishing this contract for the Rapid Response service as two years followed by an option for a further five years will bring it in line with the main DPS contract. However, as with most contracts there is a clause which allows the Council to terminate the contract before the end date should it be necessary.

Other Options Considered

18. Other options that have been considered are:

- to not re-tender for this service - this would leave the Council in a vulnerable position in the event of needing to secure some additional home based care capacity at short notice or in a crisis as the Council would not have the necessary legal contracts in place to commission such a service
- to increase the capacity in the existing short term services - as already indicated in **paragraph 15** there is an advantage in having a separate contract from the main services as it offers additional and ad hoc capacity which the Council can call upon in times of need without guaranteeing a number of referrals or financial commitment.

Reason/s for Recommendation/s

19. The Council is required to follow due process and proceed with the tender for this service as the current contract is due to expire and without a similar service being put in place the Council would be vulnerable in the event of increased pressure on the home based care market.

Statutory and Policy Implications

20. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Data Protection and Information Governance

21. A full Data Protection Impact Assessment is being undertaken.

Financial Implications

22. The cost of this service will be included in the overall budget of £18.374m for home based care services in 2020-21. For 2019-20 the spend incurred was £701,470.

Public Sector Equality Duty implications

23. The nature of the services being commissioned mean they will affect older adults and people with disabilities, including people who have multiple and complex health and social care needs. The Council completed an Equality Impact Assessment to consider the implications of the Home Based Care model and DPS on people with protected characteristics.

Implications for Service Users

24. The Council has a statutory duty to ensure there is sufficient provision of a diverse range of services to meet people's social care and support needs and to ensure these services are flexible, sustainable and able to meet current and future needs.

RECOMMENDATION/S

That Committee:

- 1) approves the commencement of the tender for the Rapid Response Home Based Care Service through an open procedure for a single provider.
- 2) approves the award of the contract to the successful bidder for a maximum term of seven years (initial contract term of two years, with an option to extend for up to five additional years).

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Constitutional Comments (AK 04/03/21)

25. This report falls within the remit of Adult Social Care and Public Health Committee by virtue of its terms of reference.

Financial Comments (DG 02/03/21)

26. As stated in **paragraph 22**, the cost of this service will be included in the overall budget for home based care services, which in 2020-21 was £18.374m.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

[Tender for older people's home based care and support services - report to Adult Social Care and Public Health Committee on 12 June 2017](#)

[Update on tender for home based care and support services - report to Adult Social Care and Public Health Committee on 13 November 2017](#)

[Update on tender for home based care and support services - report to Adult Social Care and Public Health Committee on 12 March 2018](#)

[Update on Tender for Home Based Care and Support Services - report to Adult Social Care and Public Health Committee on 9 July 2018](#)

Equality Impact Assessment

Electoral Division(s) and Member(s) Affected

All.

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