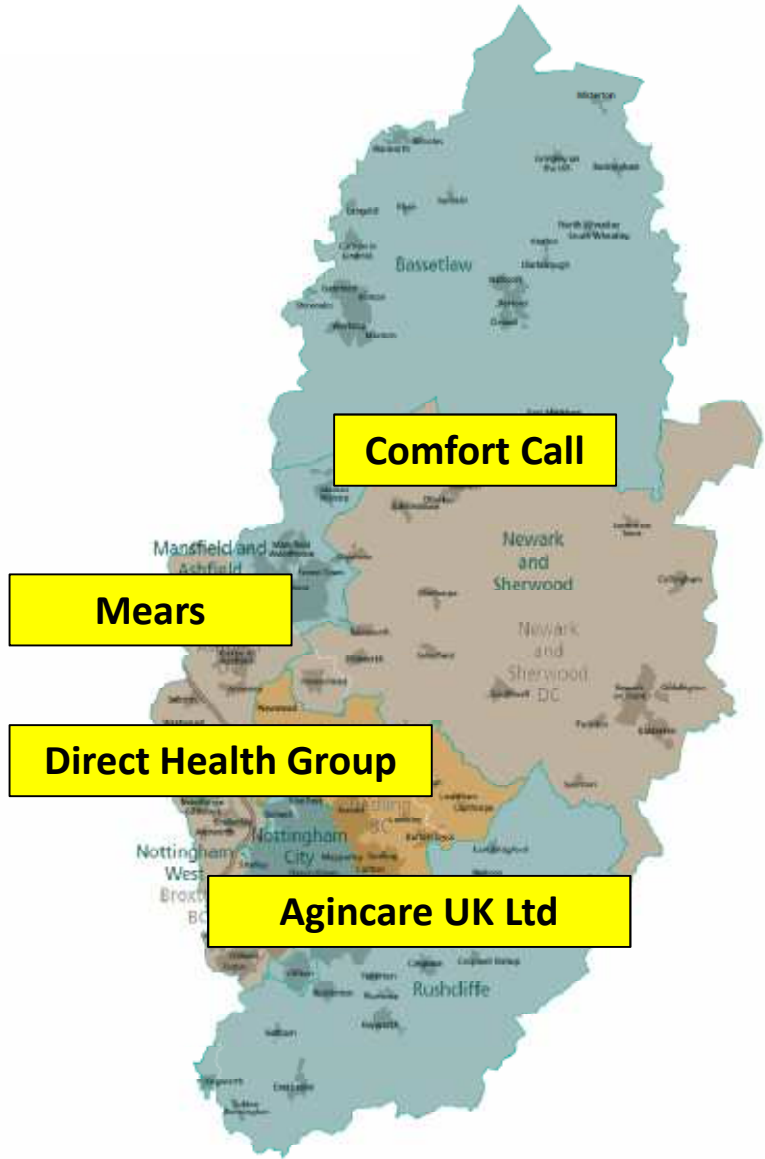


**Home Based Care and Support  
Services  
Tender 2016**

**11 July 2016**

# Current home based care and support contracts

- Existing contract commenced in July 2014 and runs to July 2017
- Core Provider Model - 4 Core Providers
- Services commissioned jointly with the 6 county CCGs
- Additional services commissioned such as interim hospital discharge services



# Current services – Key issues

- **National issues about the fragility of the home care market**
- **Concerns about the longer term viability of contracts with the core providers arising from changes in regulations including NLW, pension contributions**
- **Staff recruitment and retention difficulties with high staff turnover**
- **Core providers not able to meet levels of demand causing delays in services being put in place**
- **Increased use of spot purchasing arrangements at higher cost**

**Objective: To commission integrated health and social care services to support people to live safely and independently in their own homes**

Nottinghamshire County Council has been working with 5 county CCGs, City CCG and City Council to deliver a model of services that will:

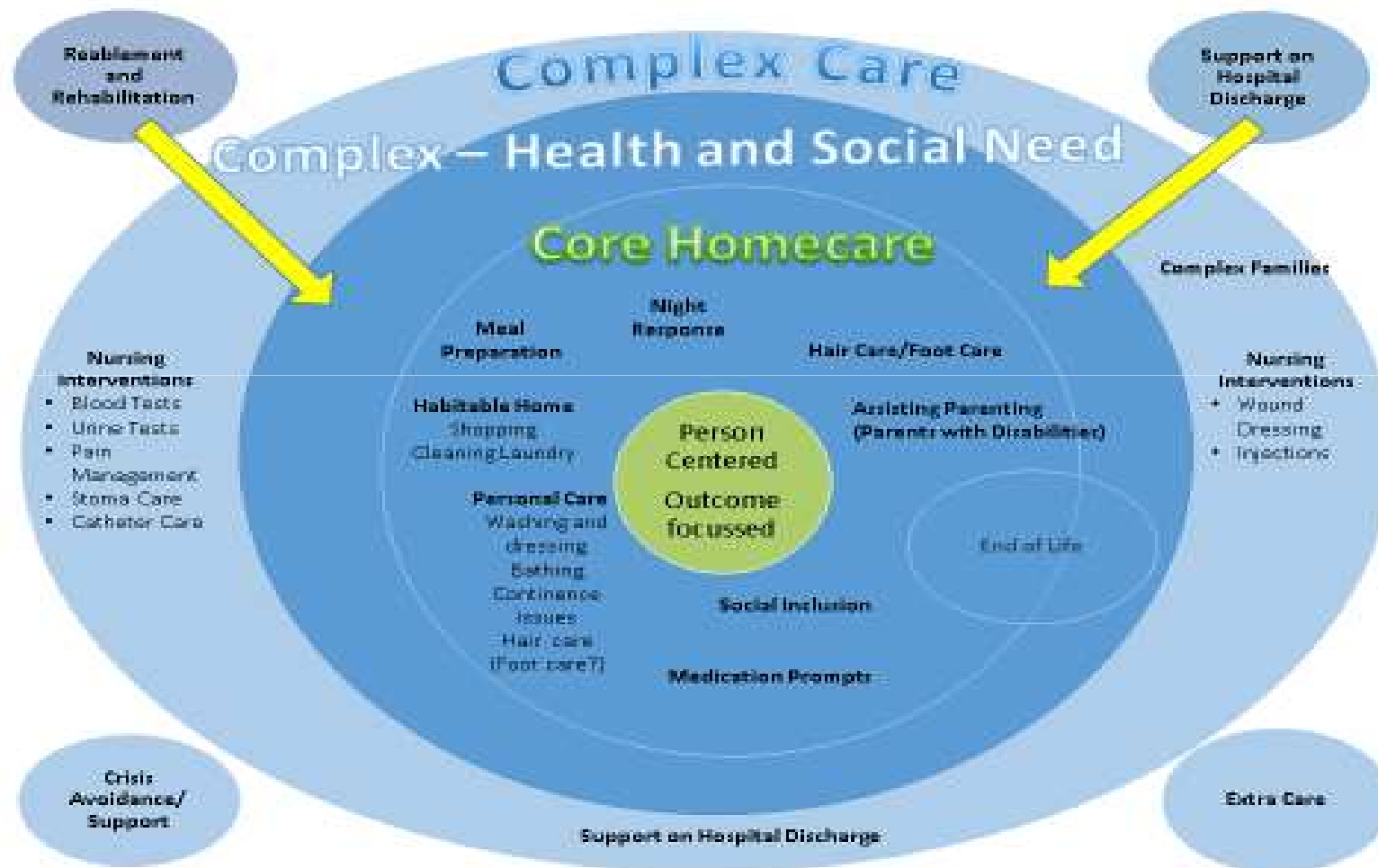
- Support the commissioning of integrated health and social care services
- Deliver a more responsive service
- Manage quality in a co-ordinated way
- Agree a common and viable pricing structure
- Deliver better outcomes for people who use services

## Range of services to be commissioned

**The range of services to be commissioned include all, or some, of the following:**

- home care, including dementia care, end of life care and jointly contracted health commissioned services
- hospital discharge provision
- Extra Care
- respite care (non-residential)
- support for people to access community resources
- 24/7 urgent care and crisis/rapid response
- 24/7 social care response to telecare.

# Integrated commissioning of social care and complex health care



## How will this be achieved

Services will be procured through a two-stage process using a Dynamic Purchasing System (DPS)

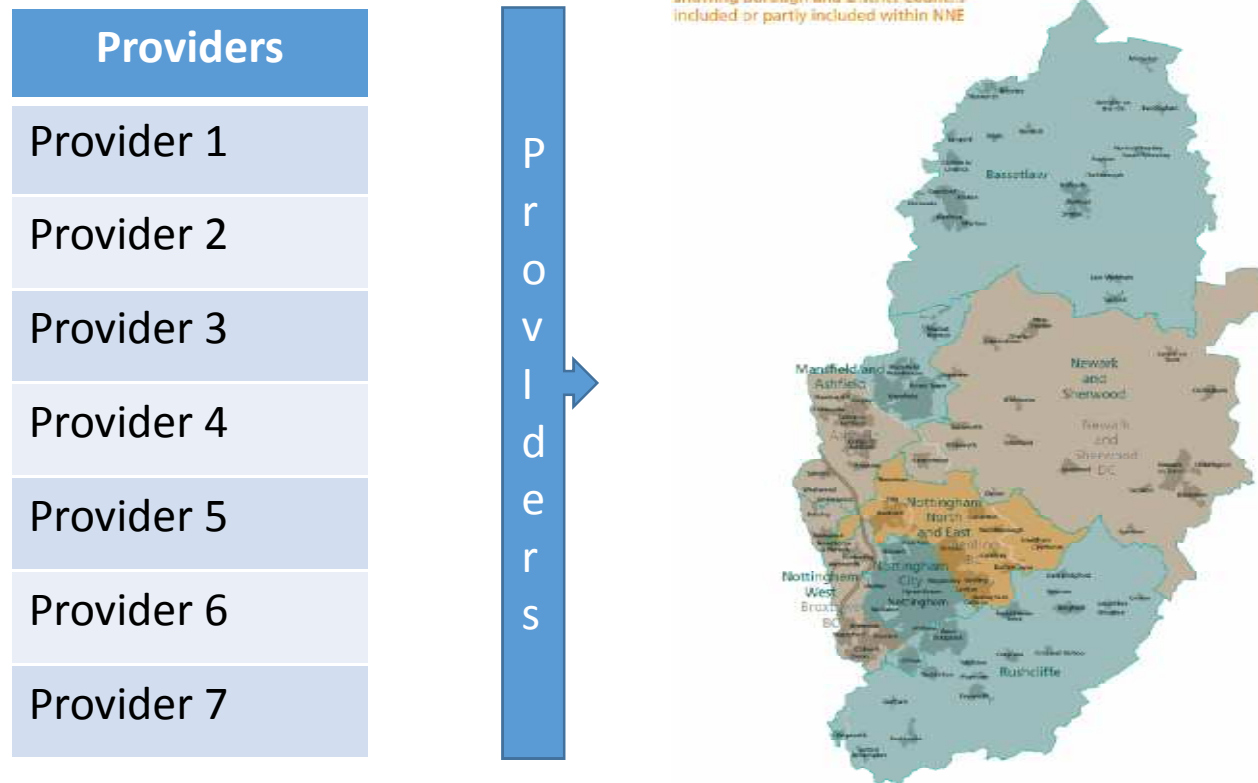
### **Stage 1:**

Through a tender process, establish a list of accredited providers for the delivery of care and support services covering the whole county and city areas

# How will this be achieved

## Stage 2:

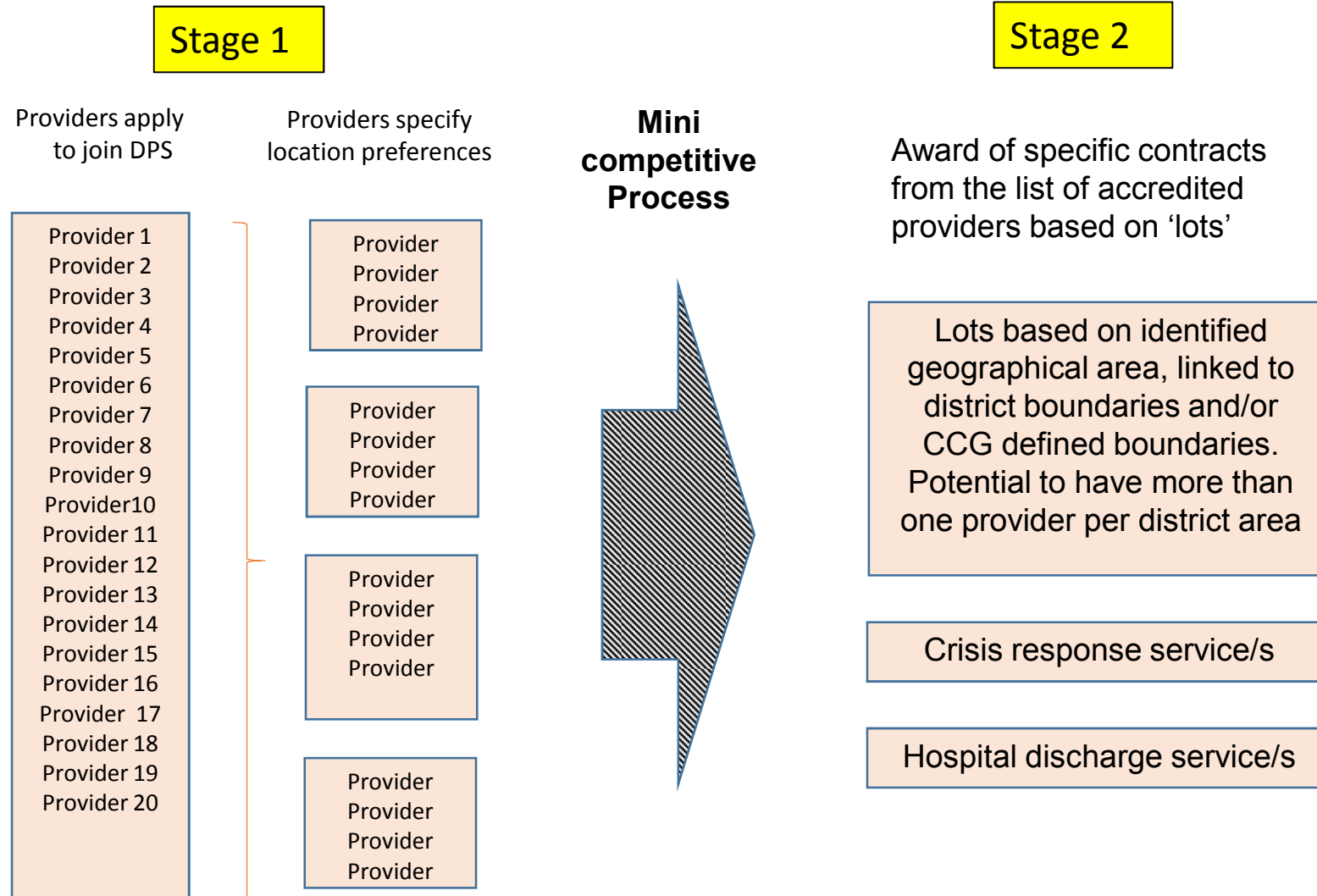
- Complete a selection process from the accredited list of providers to award contracts in specific geographical areas or for specific services (Lots)





# How would this work?

## A Dynamic Purchasing System with multiple providers



# Why the DPS?

**The Dynamic Purchasing System is increasingly being used by councils as it enables commissioners to establish a list of providers who have been accredited based on evidence and a track record of delivery of high quality care and support services.**

## **The advantages of the DPS:**

- Commissioners can select, and award a contract/s to any of the accredited providers through mini competition as and where required.
- Multiple and diverse providers ranging from large organisations through to small local providers and micro-providers
- Simple and effective means of selecting the most suitable provider for each specific lot
- New providers can join the DPS at any stage

## **Disadvantages**

- Multiple providers requires will result in an increased amount of monitoring activity
- Additional administration to set up separate contracts as and when required

# Work So Far

**There has been detailed and constructive engagement with staff, provider, people who use services and their carers to develop the range of options and proposed approach:**

## **Staff**

- A strategy development event was conducted for all partner organisations in April 2016 to develop the desired Future Business Model and Design Principles for the new model of delivery
- Cross partner work streams have been set up for Commissioning, Procurement, Operations, Finance, Engagement, Clinical Quality and Market Management

## **Providers**

- A soft market test questionnaire was issued to all providers inviting thoughts on a range of issues for consideration in the new procurement of services
- A successful provider event was conducted in June 2016 with over 120 representatives from over 95 organisations. Feedback from this event was overwhelmingly positive.

## **Service Users**

- 2 Service User events have been conducted to better understand their issues and discuss content of the Procurement, Evaluation and Quality Monitoring

# Timeline

## Stage 1

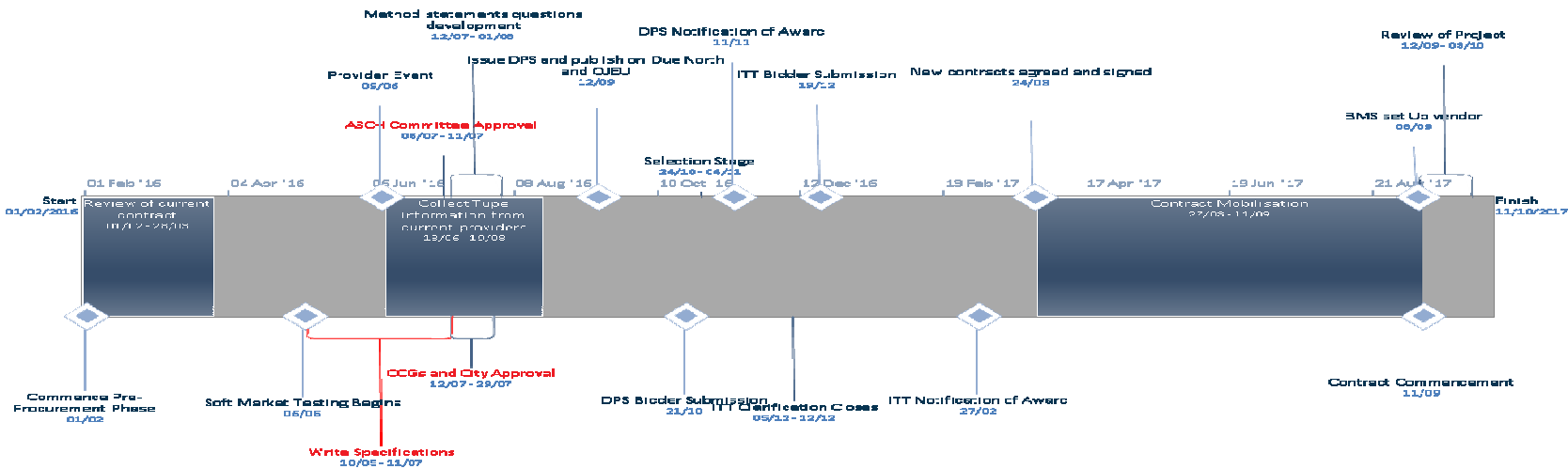
- County, CCG and City Approvals
- Issue of Procurement Invitations for Dynamic Purchasing System
- Notice of Award of Dynamic Purchasing Scheme

July 2016  
 Sept 2016  
 Nov 2016

## Stage 2

- Invitation to Tender for early schemes (e.g. Generic Homecare)
- New Contracts Awarded (first Lots)
- Contract Commencement (first Lots)

} To Be  
 } Confirmed  
 }



# Recommendations

It is recommended that Committee approves:

- 1) the commencement of the re-tender of home based care and support services
- 2) the mechanism of establishing a list of accredited providers for home based care and support services through the use of a Dynamic Purchasing System
- 3) the proposal to build in a process for determining and allocating an annual inflationary increase to the home care and support contracts to take into account cost pressures arising from the increases in the National Living Wage over the contract period