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Award

## **Provision of a Waiting Well Support Service**

NHS Wales Shared Services Partnership

F15: Voluntary ex ante transparency notice

Notice identifier: 2022/S 000-000551

Procurement identifier (OCID): ocds-h6vhtk-0308bf

Published 7 January 2022, 5:14pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

NHS Wales Shared Services Partnership

Procurement Services, Cardiff and Vale University Local Health Board, Woodlands House, 2nd Floor, Maes-Y-Coed Road

Cardiff

CF14 4HH

#### **Email**

[emma.lane@wales.nhs.uk](mailto:emma.lane@wales.nhs.uk)

#### **Telephone**

+44 02921836450

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.procurement.wales.nhs.uk>

Buyer's address

[http://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0221](http://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Provision of a Waiting Well Support Service

Reference number

CAV-DCO (21-22) 156

**II.1.2) Main CPV code**

- 85100000 - Health services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

NHS Wales Shared Services Partnership wish to inform the market that they intend to award a contract for Education Programme for the provision of a Waiting Well Support

Service.

### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £900,000

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services

### **II.2.3) Place of performance**

NUTS codes

- UKL22 - Cardiff and Vale of Glamorgan

### **II.2.4) Description of the procurement**

The provision of a Waiting Well service will offer continued support for frail older people and vulnerable adults who may require support at home while they await NHS treatment. The service will provide practical and emotional support through the employment of staff and the mobilisation of volunteers.

The service will offer support to Health Board patients who have been waiting for two years or more for elective procedures or treatment from the NHS and through continued communication and reassurance, reduce the risk of reliance on emergency, acute and primary care health services and empower people to better self-manage their physical health and well-being as they continue to wait for treatment. It will work in conjunction with NHS and Local Authority services enabling people to engage with their local communities, which would otherwise prove difficult due to frailty or anxiety.

The primary objectives for this service are to;

- Support the service user whilst they await treatment and/or admission to hospital
- Improve service user health and well-being
- Facilitate or provide practical help in their own home
- Connect service users with community-based services to support their well-being &

reduce their anxiety

Pastoral care will be offered within the service user's own home, initially on a face to face basis for up to six weeks, followed by a further period of telephone support for up to six weeks, dependent upon the assessed need of the person referred.

The service contributes to the continued well-being of the service user awaiting treatment from their local hospital(s) and will maintain contact with the referrer and will liaise with them, as necessary. It will comprise health and well-being checks and will alert the referrer should there be any change or deterioration.

The service will continue to be available during the wait for admission and/or treatment and will link with other services which may be able to provide any ongoing support either prior to or following treatment.

The service will operate Monday to Friday, between 9am and 5pm (although this could be extended to provide a 7-day service) and will consist of two elements provided by a mixture of staff and volunteers:

1. Face to face practical and emotional support, individualised and delivered through weekly visits by a dedicated support worker
2. Welfare telephone support delivered by volunteers

It should be noted that the contract will not provide personal care support.

This contract will initially be for a one year period with a further 12 months extension option. This contract is a pilot for the Health Board to assess the successfulness of the service in its establishment.

### **II.2.11) Information about options**

Options: Yes

Description of options

This notice covers an option to extend for up to 12 months at the sole discretion of the Health Board.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

British Red Cross has extensive experience, through its delivery of health and social care services across Wales, of providing effective person-centred support to service users in multiple settings. Many of these established services are focused on supporting people through the provision of practical and emotional support, signposting and supported referral to maintain their independence and ability to better self-manage their health and well-being. This work is contingent on existing and established networks within the local communities of Cardiff and the Vale.

The contract will be a pilot for one year to test the effectiveness of this support system and to establish whether long term provided is required.

Based on the information outlined in this notice, the Health Board is applying a 10 day standstill period prior to awarding the contract.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract/concession**

### **Contract No**

CAV-DCO (21-22) 156

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

7 January 2022

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor/concessionaire**

British Red Cross

Bradbury House, Mission Court

Newport

NP202DW

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor/concessionaire is an SME

No

#### **V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession: £900,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:117344)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court, Royal Courts of Justice,

The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom

Internet address

<http://www.procurement.wales.nhs.uk>

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

NHS Wales Shared Services Partnership on behalf of Cardiff and Vale University Local Health Board will allow a minimum 10 calendar day standstill period between notifying the award decision and awarding the contract.

Should additional information be required it should be requested of the addressee in section I.1. Aggrieved parties who have been harmed or are at risk of harm by breach of the procurement rules have the right to take action in the High Court (England and Wales). Any such action is subject to strict time limits in accordance with the Public Contracts 2015 (Amendments).