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Contract

Older Adults Residential and Nursing Care Services

Westmorland and Furness Council

F03: Contract award notice

Notice identifier: 2026/S 000-002334

Procurement identifier (OCID): ocids-h6vhtk-04bd59

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Section I: Contracting authority

I.1) Name and addresses

Westmorland and Furness Council

South Lakeland House, Lowther Street

Kendal

LA9 4DQ

Contact

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Country

United Kingdom

Region code

UKD1 - Cumbria

Internet address(es)

Main address

<https://www.westmorlandandfurness.gov.uk/>

Buyer's address

<https://www.westmorlandandfurness.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Older Adults Residential and Nursing Care Services

Reference number

DN752656

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Westmorland and Furness Council has procured a Framework for the Provision of Older Adults Residential and Nursing Care Services.

The Council is committed to achievement of continuous improvement of its residential and nursing care services for adults in Westmorland and Furness. Our ambition is to achieve positive outcomes for all Users of the Service.

We are looking to provide services that will ensure all care and support provision:

focuses on improving wellbeing and quality of life

provides a person-centred approach for individual service users

focuses on delivering outcomes people require and maximises their independence and strengths for as long as possible

promotes user choice and control; and

is flexible in response to a wide range of assessed needs. This should include but is not limited to forming local partnerships with families and friends, and in the statutory, independent, voluntary and community sectors.

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: £222,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD1 - Cumbria

II.2.4) Description of the procurement

The Service provided under this contract must be provided in accordance with (but not limited to) the requirements of:

- a) The Care Act 2014
- b) Care Standards Act 2000 (including any amendments, modifications, or re-enactments)
- c) The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and 2022
- d) CQC
- e) Adult Social Care Outcomes Framework (ASCOF)
- f) The National Minimum Standards for Residential Care Homes
- g) Care Standards for Nursing Homes
- h) Mental Capacity Act 2005 (Deprivation of Liberty Safeguards)
- i) Equality Act 2010
- j) Human Rights Act 1998
- k) Autism Act 2009
- l) Deprivation of Liberty Safeguards
- m) Manual Handling Operations Regulations

- n) The National Social Care Institute of Excellence (SCIE) Think Local Act Personal partnership
- o) The National Social Care Institute of Clinical Excellence (NICE)
- p) Public Health England guidance on matters such as infection control, Resuscitation Council UK, and Royal Pharmaceutical Society Guidelines
- q) Service Users' individual assessed needs and outcomes and any subsequent assessment, Care and Support Plan or review documentation
- r) Any future legislative changes or changes to National Minimum Standards that determine the standard of care to be delivered.

The Provider will deliver the Services in compliance with the Care Act 2014 at all times. Further the Provider will deliver the Services in a manner that ensures the Council complies with its obligations under the Care Act 2014 so far as such obligations relate to the Services.

The Service User Focused Outcomes relate to how Service Users' wellbeing can be assured whilst supporting person-centred care and support. Wellbeing is defined as follows in line with Care Act guidance:

- personal dignity (including the way people are treated and helped)
- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- control over day-to-day life (including making choices about the way care and support is provided)
- participation in work, education, training, and recreation
- social and economic wellbeing
- domestic, family, and personal relationships
- suitability of living accommodation
- the individual's contribution to society

From time to time, the Council may seek the Provider's agreement to comply with the standards and recommendations issued by any relevant professional or any other

equivalent body.

The provider is required to know and keep up to date with best practice in relation to the delivery of Residential and/or Nursing care services.

The Provider will comply with General Data Protection Regulations 2018 (GDPR).

The Provider shall be always registered with the CQC and shall comply with any resulting requirements or regulations.

The vision for the service is to have an outcomes based approach by shifting focus from tasks and processes to the impacts of these on Service Users. Success by achievement of individual outcomes will be evidenced primarily but not exclusively by the satisfaction levels of Service Users and their carers and their experiences in the service and the impact on their wellbeing.

Achievement of the individual outcomes identified in the Service User's care plan shall ensure that Service Users:-

- are valued – involved, more in control, listened to, told what is happening, given choices, at the centre of what is happening to them
- retain their strengths and independence – ensuring that an individual's quality of life is maintained by keeping active and alert, maintaining mobility/physical health, maintaining hygiene, maintaining social contact, and keeping safe and secure.
- are supported through change e.g. post-operatively, at the end of their lives and in situations where poor care or self-care has resulted in a reduction in their independence
- are safe – services are well managed and provided by staff who work competently with Service Users because they are appropriately trained and supervised to take person centred approaches.

The Service is available to adults assessed as having eligible care and support need, including people with any or a combination of the following short or long-term conditions:

- frail / elderly • sensory disability
- mental health • substance misuse
- learning disability • end of life related needs
- autism • and other people eligible for a service

- dementia
- physical disability

The Service Users will be:

- adults 65 and over; and
- on occasion adults aged 18 – 64 as requested by the Council who require residential services.
- ordinary resident of Westmorland & Furness and identified by the Council as being eligible to receive part or all of the Services.

II.2.5) Award criteria

Cost criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2.14) Additional information

This Framework will also be available for use by NHS Lancashire and South Cumbria Integrated Care Board ("the ICB")

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2026/S 000-002313](#)

Section V. Award of contract

Title

Older Adults Residential and Nursing Care Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 October 2025

V.2.2) Information about tenders

Number of tenders received: 9

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Elmsfield House Limited

Carnforth

Country

United Kingdom

NUTS code

- UKD - North West (England)

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Grange Cottage Residential Care Home

Grange over Sands

Country

United Kingdom

NUTS code

- UKD1 - Cumbria

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Haven Care Centres

Middlesex

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £222,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom