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Contract

NHS Devon - Provision of Hospital Discharge Scheme

NHS Devon Integrated Care Board

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2024/S 000-003010

Procurement identifier (OCID): ocids-h6vhtk-03ef9c

Published 30 January 2024, 10:05am

Section I: Contracting authority

I.1) Name and addresses

NHS Devon Integrated Care Board

Aperture House, Pynes Hill, Rydon Lane

Exeter

EX2 5AZ

Contact

Garry Mitchell, Deputy Director of Procurement, South, Central and West Commissioning Support Unit

Email

scwcsu.clinical.procurement@nhs.net

Country

United Kingdom

Region code

UKK4 - Devon

NHS Organisation Data Service

15N

Internet address(es)

Main address

<https://onedevon.org.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHS Devon - Provision of Hospital Discharge Scheme

Reference number

C200862

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Devon sought a provider of Live-In Care Reablement to people in their own home to both support hospital discharge and avoid admission and a separate service of support to discharge patients from hospital into a care home; to provide support on a one to one basis.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £999,730

II.2) Description

II.2.1) Title

Live in Care at Home

Lot No

1

II.2.2) Additional CPV code(s)

- 85144000 - Residential health facilities services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

II.2.4) Description of the procurement

The Live-in care reablement service was established in November 2021 as a pilot project to establish the benefits of 24/7 reablement support to people in their own home to both support hospital discharge and avoid admission.

The proposed service is to run for 7 months to provide 9 carers across North and East Devon (Initial proposal for 6 across East and 3 across North).

This service is to run across North and East Devon from 3rd October 23 - 31st March 24.

The purpose of the Service is to support and enable Service Users to remain in their own homes, living as safely and independently as possible, with a focus on reablement and

reducing reliance on the provision of social care.

This block contract will focus on the following groups:

- People who would benefit from reablement to enable them to return home and remain at home with a package of care suitable for their assessed needs.
- People being discharged from Hospital to enable a smooth transition back to their home.
- People at risk of being placed in short term care that could further disorientate them, including those with an organic mental health condition (e.g.) dementia and/or a temporary delirium which is unresolved.
- People in the community who are at risk of being admitted to hospital.

What is Live in Care

A live-in carer can support people in their own homes with the following:

- Preparing meals
- Running errands
- Completing household chores
- Administering or prompting of medication (in line with CQC regulations).
- Support with personal care
- Mobility support
- Support to engage in community activities.
- Companionship and emotional support
- Caring for a pet
- Carry out reablement focused work with the correct training (e.g., exercises as directed by a HCPC registered Physiotherapist).
- Complex care support with the correct competencies and training.

It is important that live-in carers provide a reablement approach and encourage the

person to complete daily living activities as independently as possible. It is also very important that live-in carers keep accurate records of their observations when working with a person, as this will inform part of the assessment of their future requirement for care and support.

Support at night:

It is not expected that a live-in carer would be disturbed routinely more than twice per night. If this occurs this needs to be flagged with the Live-in carer's employer as soon as possible.

Requirements:

- Carer requires their own bedroom, with adequate bedding.
- Carer requires access to a bathroom with washing facilities.
- Carer may require access to the internet - if they must upload electronic notes.
- Carer requires 2 hours per day for a break time.
- Carer requires space to store food and access to cooking facilities.
- Carer will be required to provide their own food unless otherwise agreed with the Service User. This needs to be decided before package of care commences.

If the person's property does not have a bedroom available for a Live-in carer, then the service can still be commissioned. This would mean that support is provided by 2 carers in a 12 hour shift pattern.

II.2) Description

II.2.1) Title

1:1 Support in Care Home

Lot No

2

II.2.2) Additional CPV code(s)

- 85144000 - Residential health facilities services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

II.2.4) Description of the procurement

Based on the success of previous schemes we intend to offer a contract to provide support to discharge patients from hospital into a care home; to provide support on a one to one basis.

The proposed service will support a minimum of 45 service users across North and East Devon with the management and leadership of this scheme to be led by the Provider between 3rd October 2023 and 31st March 2024

Care Services to be provided:

- The Provider will source and supply 1:1 care worker, with the designated skill set as required to support the individual needs of the person.
- The Provider will arrange the co-ordination of all 1-1 care workers for the duration requested.
- The Provider will provide relevant details about the 1-1 worker to be provided via the Hospital Discharge Team to the care home.
- The Provider will provide a 24/7 out of hours contact for 1-1 care workers, in the event that they are unable to attend the shift the Provider would find a replacement with minimal disruption / delay to the receiving care home.
- Out of hours the Provider would communicate the issues directly to the care home ensuring to inform Hospital Discharge Team at the earliest next working day.
- The Care provider will have appropriate contingency plans to be able to provide the support required.
- The 1-1 care worker will accept all reasonable requests from the registered manager when on site. This is likely to include some distant working with the person, allowing assessment of the individual to be left at times, when safe to do so, supporting onward integration and reduced dependency on 1:1 support.
- The Provider would report any concerns regarding their placement in sufficient time for resolutions to be found without causing disruption to service.

Care tasks required:

- To support the person to settle into their environment and help to orientate them to their surroundings.
- To provide emotional support and comfort using best practice techniques for people with an organic mental health condition.
- To support the care home care team in meeting the person's daily needs.
- If the person is struggling to communicate their needs, work alongside them to try and understand their needs and wishes.
- Where appropriate encourage the person to take part in activities within the care home.
- Support the person if displaying any behaviours of concern; and help to divert their attention to meaningful tasks (e.g. the person is entering the space of other people at the care home).
- To provide a kind and compassionate approach to any interactions with the person.
- To work with the person in an enabling way and provide regular feedback to the relevant health and/or social care team. This includes making clear recommendations and suggestions about how the 1:1 support can be reduced.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-023760](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Live in Care at Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 December 2023

V.2.2) Information about tenders

Number of tenders received: 37

Number of tenders received from SMEs: 37

Number of tenders received by electronic means: 37

V.2.3) Name and address of the contractor

Agincare Live-In Care (Central) Ltd

Agincare House, Admiralty Buildings, Castletown, Dorset

Portland

DT5 1BB

Country

United Kingdom

NUTS code

- UKK25 - Dorset

Companies House

11189118

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

Initial estimated total value of the contract/lot: £325,268

Total value of the contract/lot: £325,230

Section V. Award of contract

Contract No

2

Lot No

2

Title

1:1 Support in Care Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 January 2024

V.2.2) Information about tenders

Number of tenders received: 25

Number of tenders received from SMEs: 25

Number of tenders received by electronic means: 25

V.2.3) Name and address of the contractor

Network Healthcare Professionals Ltd

Meriden Hall, Main Road

Meriden

CV7 7PT

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

Companies House

04079081

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

Initial estimated total value of the contract/lot: £702,792

Total value of the contract/lot: £674,500

Section VI. Complementary information

VI.3) Additional information

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

The tendering process has been conducted in accordance with the requirements and flexibilities provided by Articles 74 to 76 of the Directive, and Regulations 74 to 76 of the Regulations. The Authority ran a transparent tender process, treating all Bidders equally. For the avoidance of doubt, the Authority will not be bound by the Regulations or the Treaty on the Functioning of the European Union or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these

Services.

Neither the inclusion of a selection stage, nor the use of any language or terms found in the Directive or Regulations, nor the description of the procedure voluntarily adopted by the Authority ("Open", "Restricted", "Competitive Procedure with Negotiation", "Competitive Dialogue" or any other description), nor any other indication, shall be taken to mean that the Authority intends to hold itself bound by the Directive or Regulations, save by the provisions applicable to services coming within the scope of Annex XIV of the Directive / Schedule 3 of the Regulations.

The Contracting Authority has voluntarily observed the award decision notices provisions and held a 10 day standstill period as described in Regulation 87 of the Regulations. Deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the Regulations.

VI.4) Procedures for review

VI.4.1) Review body

High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As described in VI.3, deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the 2015 Regulations.