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Contract

Mind BLMK Crisis Lounge

East London NHS foundation Trust

F03: Contract award notice

Notice identifier: 2025/S 000-003878

Procurement identifier (OCID): ocds-h6vhtk-04dc04

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Section I: Contracting authority

I.1) Name and addresses

East London NHS foundation Trust

The Robert Dolan House

london

E18DE

Contact

Harpreet bhachu

Email

harpreet.bhachu2@nhs.net

Country

United Kingdom

Region code

UKI42 - Tower Hamlets

Internet address(es)

Main address

<https://www.elft.nhs.uk/>

Buyer's address

<https://www.elft.nhs.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

Mind BLMK Crisis Lounge

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The service is for Bedford and Central Bedfordshire and Luton adult residents who perceive themselves to be in, or at risk of moving into, mental health crisis (self-defined). This is the defining criteria for the service and robust screening procedures will be required that ensure access and prioritisation of those in most need. Those with multiple needs and co-morbidities are to be welcomed provided that the primary need is mental health crisis.

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: £170,845

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

The Bedford, Luton and Central Bedfordshire mental health crisis cafés will support people in crisis to better self-manage their symptoms and distress in a safe and appropriate environment, in order to reduce activity in Emergency Departments and the wider system including mental health services, police and ambulance services.

The key objectives will be to:

- Provide a non-stigmatising, calm and safe environment
- Provide support to help people resolve their crisis
- Provide practical and emotional support to enable the person to better self- manage their distress, aid their recovery, and reduce dependency
- Ensure that staff, practitioners and peer volunteers are trained, supported and professional in their approach
- Operate as an alternative to Emergency Departments and other emergency services for people experiencing a mental health crisis that does not require medical intervention
- Link with the wider service system to ensure a joined up partnership approach to the development of local services

Service Description/Care Pathway

The service will provide immediate, focussed and time-limited emotional and practical support to people experiencing a mental health crisis that does not require clinical input. It will work with people experiencing a range of different distress, including psychosis. The support will consist of:

- identifying coping strategies and improving wellbeing
- information and signposting
- 1-1 conversations, group/ peer conversations
- Referral for a mental health assessment when appropriate

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The services will open from 1700 - 2300, and will rotate across the café daily across Bedford, Central Bedford and Luton with one café operating per night.

The service is provided by Mind BLMK in partnership with East London Foundation Trust (ELFT) who will provide support from the 24/7 Crisis Team which includes providing urgent mental health assessments as required.

The cafés will offer 1-1 support, group/peer support. Those attending the café should feel heard, understood and listened to and have trust in those they have spoken with. Mind BLMK will ensure people have the opportunity to receive support from staff members on a 1:1 basis in a private room where personal information can be shared and discussed without being overheard by others. The provider will also ensure people have the opportunity to share the company of others in larger groups.

The service will provide informal peer support so those attending the café can benefit from other people's knowledge and understanding of the emotional and practical challenges faced by people experiencing mental ill health.

Identifying coping strategies and improving wellbeing

The service will achieve this by supporting people to identify the triggers for crisis and personal strategies for preventing and resolving crisis. It will seek to enable the person to

understand how to improve their overall well-being. The service will support people to focus on their own individual needs and making their own choices about what will help them, and develop their own coping strategies. It will operate in such a way that supports people to recognise their own strengths and talents, encourage hope and support people to work towards improving their emotional wellbeing.

Information and signposting

On leaving the service people should feel equipped with the right information and have confidence in the next steps. The service will link people with health, support and community services that will help them address any factors or circumstances that contributed to their crisis. The Mind BLMK will have an excellent understanding of health and social landscape and neighbourhoods in order to draw on the wider community resources and assets in the support of people to build their resilience and well-being. Such services may include debt, welfare rights, domestic violence, relationship, housing, substance misuse, religious, cultural, recreational or employment advice.

The service will provide computer access to those using the service, and support them to make use of these resources. This will include researching local services in order to make appointments. Where signposting to an appropriate service is requested by the person, this will be facilitated, however, wherever possible Mind BLMK will proactively link the person with other services rather than simply point them in the right direction.

The service will offer access to information on relevant services in appropriate formats.

Managing capacity and repeat attenders

A flow of people through the service will be required to ensure ongoing service capacity to support new people presenting in crisis. The service is not a day centre or drop-in by another name. The service will support people through their crisis, and to enable them to develop the resilience, coping strategies and access to networks such that they minimise the need for frequent use of crisis services.

Liaison with statutory services and community partners

A critical factor for the successful operation of the service will be having the right partnerships in place. The service will become an integral part of the local community, with effective links to local third sector and community groups, and to key statutory services (e.g. police, Ambulance Service, local A&Es). Mind BLMK will be an active player in helping shape the overall pathway to ensure all partner organisations are working together to reduce repeat presentations and ensure a better crisis system.

Mind BLMK will have a close working partnership with ELFT in particular with the crisis services. This will include:

- Regular and frequent senior officer level contacts between the organisations
- Regular and frequent joint team meetings between Mind BLMK Crisis Café Manager and leads for the Crisis Team in Bedfordshire and Luton.
- A Crisis Team presence within the cafés as required

Location/ premises

A key enabler for this service is suitable accommodation in Bedford and Luton. The premises offer an environment that is warm, welcoming, non-stigmatising and does not feel clinical. The premises will be community based, of sufficient size and able to offer a

safe, calm setting. The location will be accessible to local ED departments to aid diversion and in proximity to public transport. The environment must be designed so that people are likely to feel safe and not overwhelmed by excessive stimuli. Access to outdoor, one-to-one rooms and communal space are essential.

There will be supervised entry to the café at all times whilst still being accessible and welcoming.

Bedford Central Bedfordshire

Florence Ball House Flitwick – The Rufus Centre

Bedford Health Village Briggleswade - TBC

North Wing Hospital

3 Kimbolton Road

Bedford

MK40 2NX

Acceptance and exclusion criteria and thresholds

Criteria for Service access:

- Adult (18 years +) residents of Bedfordshire and Central Bedfordshire
- People who perceive themselves in mental health crisis, or at risk of moving into mental health crisis who are in need of help outside normal working hours (Monday – Friday 9.00am – 5.00 pm and Weekends).

Exclusion criteria:

- Adults with dementia.
- Children or adolescents
- People exhibiting violent or aggressive behaviour
- Active suicidal ideation and who may need admitting to hospital
- Those requiring assessment under s136 of the Mental Health Act
- Those who need to be detained under the Mental Health Act

People must be medically fit and in a fit state to receive the service.

II.2.5) Award criteria

Price

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

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:

contract has been awarded under PSR Direct award C

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 January 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Mind BLMK

The Rufus Centre, Steppingley Rd, Flitwick

milton keynes

MK45 1AH

Telephone

+44 3003300648

Country

United Kingdom

NUTS code

- UKJ12 - Milton Keynes

National registration number

03511342

Internet address

<http://mind-blmk.org.uk>

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £170,845

Lowest offer: £170,845 / Highest offer: £170,885 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS England

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom

Internet address

<https://www.england.nhs.uk//>