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Contract

Domiciliary Care Rapid Response Service – Discharge to Recover then Assess (D2RA)

Cardiff Council

F03: Contract award notice

Notice identifier: 2024/S 000-008625

Procurement identifier (OCID): ocds-h6vhtk-040c5e

Published 18 March 2024, 12:00pm

Section I: Contracting authority

I.1) Name and addresses

Cardiff Council

County Hall, Atlantic Wharf

Cardiff

CF10 4UW

Email

socialcare.procurement@cardiff.gov.uk

Telephone

+44 2920873732

Country

United Kingdom

NUTS code

UKL22 - Cardiff and Vale of Glamorgan

Internet address(es)

Main address

<https://www.cardiff.gov.uk/ENG/Pages/default.aspx>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0422

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

Health and Social Care

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Domiciliary Care Rapid Response Service – Discharge to Recover then Assess (D2RA)

Reference number

ERFX1008267

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Cardiff Council commissioned 3 providers to deliver the original D2RA Winter pressures contract and due to the increased numbers in patients being discharged ready and some changes with the awarded Domiciliary Care Providers.

This was part of the original pilot as a second Framework arrangement to ensure sufficient capacity is available to support the safe discharge of individuals back home.

All partners deemed the model an extreme success and wish to secure the service for 23/24. The timeline for the initial period is governed due to Regional Integration Funding (RIF) being agreed, although we do anticipate Partners confirming future RIF funding 2024/2025.

The Directorate is now seeking to commission up to a further 4 Domiciliary Care Providers to deliver more Rapid Response Discharge to Reablement Assessment (D2RA) Domiciliary Care Services across the City.

Cardiff Council is seeking to commission up to 4 Domiciliary Care Providers to deliver a Rapid Response Domiciliary Care Service across the City following a pilot service, with a new Framework arrangement. These packages of care will support individuals who are medically fit and discharge ready to leave hospital but require a period of assessment to take place in their own home to determine their long- term level of need.

It is intended that the hours of care purchased within the package of care, will be used to support individuals who have been assessed as requiring support to return home following a period in hospital. These are people whose needs would be assessed as requiring a Domiciliary Care package of care There is the expectation that the initial level of care for some people may be over prescribed, with possibly double handed care being provided initially, in order to safeguard the individual whilst they are assessed in their own home.

The Rapid Response Domiciliary Care services will be provided to meet the outcomes of the individual in their own home environment. Within the first 10 working days a review of their care needs will be undertaken by an Occupational Therapist/ Social Worker/Assistant, from within our community teams, they will right-size the package. If the package requires double handed care, the review will take place within the first 3 working days.

The proposed model is a City-Wide scheme that will be delivered for a period initially of 4.5 months (with a further 12 months, subject to funding being agreed) that will address

the demands by:

Implementing a framework model of service by commissioning a framework of up to four domiciliary care providers to deliver a Rapid Response Team.

The Rapid Response Care Team supporting the Discharge within 72-hours of a referral from the integrated Discharge Hub (IDH)

Taking the hospitalised person when they are discharging ready home.

Ensuring clear communication between the Care Coordinators & Integrated Discharge Hub (IDH), the person would settle for a couple of days and the Multi-Disciplinary Team (MDT), along with the provider and the citizen would right size the care & support package within 10 days of discharge.

The Rapid Response Team would take on next discharge ready person.

The service being provided by Domiciliary Care Provider(s) will be for 7-days a week.

The person, after 10-days support, would go through brokerage to identify a provider to meet the assessed longer-term care & support package if required.

Providers who wish to bid to join the framework will already be approved on to the Domiciliary Care Dynamic Purchasing System (DPS) and not in Escalating Concerns.

It is expected the demand, at any one time, would be 10 people, needing potentially 4 x double handed calls per day.

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: £826,118

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKL22 - Cardiff and Vale of Glamorgan

II.2.4) Description of the procurement

Cardiff Council is seeking to commission up to 4 Domiciliary Care Providers to deliver a Rapid Response Domiciliary Care Service across the City following a pilot service, with a new Framework arrangement. These packages of care will support individuals who are medically fit and discharge ready to leave hospital but require a period of assessment to take place in their own home to determine their long- term level of need.

It is intended that the hours of care purchased within the package of care, will be used to support individuals who have been assessed as requiring support to return home following a period in hospital. These are people whose needs would be assessed as requiring a Domiciliary Care package of care. There is the expectation that the initial level of care for some people may be over prescribed, with possibly double handed care being provided initially, in order to safeguard the individual whilst they are assessed in their own home.

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Providers who wish to bid to join the framework will already be approved on to the Domiciliary Care Dynamic Purchasing System (DPS) and not in Escalating Concerns.

It is expected the demand, at any one time, would be 10 people, needing potentially 4 x double handed calls per day.

The provision of the services falls within one of the categories of services in the health and social care categories listed in Schedule 3 of the Public Contracts Regulations (“the Regulations”) and accordingly the so called “Light Touch Regime” applies to the procurement of the services concerned. The Council will comply with the mandatory requirements as set out in the Light Touch Regime.

All commissioned services are obliged to ensure that they meet the requirements of the relevant Cardiff Council policies (most notably Safeguarding, Health & Safety Policy, Environmental Policy, Complaint Policy, and Equal Opportunities Policy). Use of and compliance with these policies will be monitored through the Contract Management Agreement/ monitoring processes.

All commissioned services are obliged to ensure that they meet the requirements of relevant legislation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-030479](#)

Section V. Award of contract

Contract No

23679CCC

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 December 2023

V.2.2) Information about tenders

Number of tenders received: 18

Number of tenders received from SMEs: 18

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

Number of tenders received from tenderers from non-EU Member States: 18

Number of tenders received by electronic means: 18

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

V.2.3) Name and address of the contractor

Pineshield Management Limited

74-78 Park Road, Whitchurch

Cardiff

CF147BR

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

HIPPO HEALTH CARE

2 Alexandra Gate, Ffordd Pengam

Cardiff

CF242SA

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

INN CARE LTD

Office 5, 3rd Floor West Office, 113-116 Bute Street, , Cardiff Bay,

Cardiff

CF105EQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

I Care Dom Care Ltd

23 Tawe Business Village, Phoenix Way

Swansea

SA79LA

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: £826,118

Section VI. Complementary information

VI.3) Additional information

(WA Ref:139711)

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