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Contract

End of Life Services in Brent

NHS North West London Clinical Commissioning Group

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2021/S 000-009119

Procurement identifier (OCID): ocids-h6vhtk-02ab10

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Section I: Contracting authority

I.1) Name and addresses

NHS North West London Clinical Commissioning Group

15 Marylebone Road

London

NW1 5JD

Contact

Isha Coombes

Email

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Telephone

+44 2089005362

Country

United Kingdom

NUTS code

UKI72 - Brent

Internet address(es)

Main address

<https://www.nwlondonccg.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

End of Life Services in Brent

Reference number

End of Life Services in Brent

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of end of life services for adults within Brent

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: £1,728,519

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI72 - Brent

II.2.4) Description of the procurement

The provision of end of life services for adult (aged 18 and over) GP-registered population of the North of the Borough of Brent and Harrow, who by virtue of the operation of guidance in respect of identification of the responsible commissioner are the responsibility of NWL CCG (part of Brent & Harrow Borough cluster). This includes residents from adjoining boroughs registered with Brent GPs (within a two mile radius). However, the "Hospice at Home" service is available to all Brent registered/resident patients. The Provider will provide Specialist Palliative Care to patients with progressive, incurable disease for whom death is foreseeable. The majority of patients will have cancer, but appropriate care will be offered to patients with all end-stage conditions, such as those with Motor Neurone Disease, Heart Failure and COPD. Where possible, care will be provided for people in their own homes. The service will provide: Inpatient Unit - 12 x bedded unit for specialist respite care, symptom control, and terminal care for those patients who cannot be supported in the community; there are non-medical prescribers on the inpatient unit; A Day Hospice Centre - provides day hospice services that delivers personalised outcome-based care plans for patients based on their individual needs. The centre will provide medical and clinical consultation and care, access to a Multidisciplinary Team, a range of complementary therapies, arts activities, exercise sessions for groups and information resources in a safe and supportive space; Hospice at Home - for respite care, transitional care and terminal care. The service provides specialist support by using trained Healthcare Assistants to deliver up to 14 day packages of care in community settings; Outpatients Service; Specialist Palliative Care Community Service for Brent North - provides specialist palliative care assessment of patient and family and provides expert symptom control and terminal care, incorporating psychosocial support and access to statutory financial support. The multidisciplinary team works closely with other members of Brent primary healthcare team offering direction and guidance for the management of symptoms and acts as a point of liaison and facilitation between palliative care services, primary and secondary care and the patient and family; there are non-medical prescribers within the community team.

The service will provide access to Specialist Nursing and Medical Support, Physiotherapy, Complementary Therapies, spiritual support and the Social Work and Bereavement Team, all of which occurs internally within the service. Referrals for Occupational therapy, Dietetics and Speech and Language therapy will be made to the appropriate provider. The Provider will refer patients to NHS Brent & Harrow Borough cluster Continuing Health Care Team for assessment and provision of on-going care, when the patient no longer requires Specialist Palliative Care.

The service will ensure a philosophy of ensuring a holistic approach to treatment and care allowing patients to take control of their lives and learn to manage their illnesses. Patients from all religious and ethnic groups are welcomed and every effort made to meet their individual requirements. All services provided under this contract will be provided to patients free of charge.

Early referral of the patient following diagnosis of a progressive, non-curable illness is

encouraged and patients have access to the range of services the Provider offers at all stages of their illness. The needs and choice of the patient and those close to them indicate what services are required and in what setting, if those services are available.

II.2.14) Additional information

This 12-month interim contract will allow the newly established NHS North West London CCG to continue the discussions for consistent commissioning and contracting on the following areas (this is dependent on the findings of the NWL ICS Review of all EoL/SPC services in NW London):

- Contractual framework for commissioning at NWL ICS level
- Finance and staffing resources aligned and consistent with greater demand for Health Inequalities - determine and agree how resources will be allocated
- Models of Care - agree consistent and standardised NWL ICS-wide delivery model to ensure effectiveness, efficiencies and excellent pt. experience across all levels of service delivery whilst meeting local Brent Borough population health & care needs
- Reporting - agree consistent reporting principles and processes taking into account NWL ICS and Brent ICP levels of good governance and robust assurance processes.
- Key Performance Indicators (KPIs) and Outcome Measures (OM) - review current KPIs and outcome measures to see if they are still fit for purpose and are capturing the right information needed for performance monitoring and reflective of the outcomes being measured impacting patient care.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

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

- The services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

The contract to deliver this local requirement is being awarded through a negotiated procedure recognising the lawful appropriateness as set out within Regulation 32 (2)(b)(ii) of the Public Contract Regulations 2015 which lawfully enables a contracting authority to negotiate a contract directly where there is an absence of competition for technical reasons. In the case of St. Luke's contract, NWL CCG has assessed for the reasons stated above that St. Luke's is the only the organisation in a position to deliver the high quality integrated services which can achieve the desired outcomes.

NWL CCG has a duty within the NHS (Procurement Patient Choice and Competition) (No.2) Regulations 2013 to decide how best to commission and procure healthcare services and although consideration should be given to competition, the NWL CCG should assess where the most capable or only provider or providers can be identified. Given the critical nature of this service, NWL CCG has assessed that no other providers will be technically capable to deliver the service which is as integrated with the existing community provider landscape.

The contract is being extended to agree the approach to commission this service at NWL ICS level in line with national and ICS guidance to ensure smoother, less complicated, non-duplicated service delivery. It would be inappropriate the seek interests of competitive proposals from the market at this stage.

This interim 12-month contract will allow the newly established NW London CCG to continue the discussions for consistent commissioning and contracting on the following areas (this is dependent on the findings of the NWL ICS Review of all EoL/SPC services in NW London):

- Contractual framework for commissioning at NWL ICS level

- Finance and staffing resources aligned and consistent with greater demand for Health Inequalities - determine and agree how resources will be allocated
- Models of Care - agree consistent and standardised NWL ICS-wide delivery model to ensure effectiveness, efficiencies and excellent pt. experience across all levels of service delivery whilst meeting local Brent Borough population health & care needs
- Reporting - agree consistent reporting principles and processes taking into account NWL ICS and Brent ICP levels of good governance and robust assurance processes.
- Key Performance Indicators (KPIs) and Outcome Measures (OM) - review current KPIs and outcome measures to see if they are still fit for purpose and are capturing the right information needed for performance monitoring and reflective of the outcomes being measured impacting patient care.

The 12 month interim contract period will allow NW London ICS to agree a consistent and standardise Brent-wide delivery model to achieve effectiveness, efficiencies and excellence in patient experience at all levels of service delivery.

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 April 2021

V.2.2) Information about tenders

Number of tenders received: 1

V.2.3) Name and address of the contractor

St Luke's Hospice Alpana Malde

Kenton Grange, Kenton Road

Harrow

HA3 0YG

Email

amalde@stlukes-hospice.org

Country

United Kingdom

NUTS code

- UKI74 - Harrow and Hillingdon

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

Total value of the contract/lot: £1,728,519

Section VI. Complementary information

VI.3) Additional information

Currently, the nature of the service provision remains unchanged as NWL ICS is completing their region-wide review of all End of Life / Specialist Palliative Care Services across NW London. This 12 months interim contract will allow a period for the new CCG to agree consistent approach in commissioning and contracting this service at NWL ICS level in line with NHSE/I guidance, thereby ensuring standardised and seamless service delivery across the board.