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Contract

Personal Independence Coordinators across South West London

NHS South West London Clinical Commissioning Group

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2021/S 000-010399

Procurement identifier (OCID): ocids-h6vhtk-02b010

Published 12 May 2021, 11:56am

Section I: Contracting authority

I.1) Name and addresses

NHS South West London Clinical Commissioning Group

120 The Broadway

London

SW19 1RH

Contact

Daniele Serdoz

Email

Daniele.serdoz@swlondon.nhs.uk

Country

United Kingdom

NUTS code

UKI6 - Outer London – South

Internet address(es)

Main address

<https://swlondonccg.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**

Personal Independence Coordinators across South West London

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Personal Independence Coordinators (PIC) service provides personalised care support for adults who are frail, vulnerable and in need of proactive, preventative care, enabling individuals to receive the right health and social care to meet their needs.

PICs are core members of the Croydon Integrated Community Network multi agency GP huddles and the local integrated locality teams (ICN+). The service ensures that care planning is influenced by the wishes identified by the individuals themselves so that independence can be improved or maintained, ensuring that people have a stronger voice

in relation to issues that affect their lives.

PICs provide critical links between formal health and social care services and the wider community support networks to provide a holistic integrated care programme.

They help avoid medium to high-risk people attending hospital unnecessarily whilst become better informed about how to maintain their health and independence.

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: £1,802,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI62 - Croydon

Main site or place of performance

Croydon

II.2.4) Description of the procurement

The service will provide care coordination and / or case management for frail and vulnerable individuals who are eligible for the service. This includes:

- Provision of a service Monday to Friday, 09:00 - 17:00pm or as appropriate.
- Attending GP Huddles weekly or fortnightly as agreed with GP practices.
- Undertaking a holistic, person-centred assessment and guided conversation in partnership with the individual, supporting the individual to consider and set their own goals with encouragement to recognise what is important to them
- Working collaboratively with GP Practices, Hospital, Community Health, Social Care, Mental Health, Hospice and Voluntary sector partners in an integrated, whole system approach to support holistic care management including how to support "Making Every Contact Count"

- Liaising with GP Huddle Network Facilitators, GPs and other ICN core team members to proactively identify individuals who might benefit from being discussed at GP Huddles. This will include proactively using available risk stratification tools to support the identification of vulnerable people who might benefit from support from the service
- Provide case management support, depending on need. This should address:
 - Access to other services which could include providing hospital and other health and care appointment coordination support as required through telephone reminder or arranging for the individual to be physically accompanied to hospital especially for people with dementia,
 - Proactively managing communication with the Patient's GP and other relevant ICN core team members to include discharge letters or PIC Summary) to the individual's GP practice within the target time indicated in the service key performance indicators following discharge
 - Be a general care coordinator to ensure health and care are linked up and not duplicating to ensure wrap-around support for the person
 - Exploring ways to continue appointment coordination once PIC intervention has concluded
 - Case managing individuals for up to 6 or 12 weeks, depending on the level of need of the client.
 - Provide timely and focused support enabling Clients to achieve goals which focus on maintaining and developing daily living skills and build the confidence to carry them out independently, or with a minimum level of support.
 - Promoting health and wellbeing and self-care / self-management approaches to enable greater independence and a better health and care experience
 - Monitoring progress and achievement of goals with individuals by reviewing and, where appropriate, agreeing 'stretch' goals to increase confidence and acknowledgement of progress made
 - Forming proactive relationships with individuals and their families and carers where appropriate
 - Demonstrating good local knowledge of the range of voluntary and community services available to support people
 - Facilitating timely access to appropriate services for individuals through signposting or

assisting individuals to navigate appropriate services as required

- Promoting health and wellbeing and self-care / self-management approaches to enable greater independence and a better health and care experience
- Acting as a key advocate for the individuals as and when required or signposting to advocacy services in that particular area of interest
- Contributing to the reduction of preventable A&E attendances and unplanned emergency hospital admissions by supporting and enabling individuals, their family and carers to become better at self-management and accessing self-management support
- Undertaking customer feedback and using peoples experience to inform improvements and in future service developments and design.
- Lengths of intervention will be assessed through a complexity tool which will establish the complexity of the goals identified and their time impact.
- Initiate MyCMC plans with clients as appropriate

II.2.14) Additional information

This interim contract is for 12 months (1st August 2021 until 31st July 2022) with a value of £900,000.

Rights are reserved to extend for up to a further 12 months (24 months maximum) with an overall potential value of up to £1,802,000.

Rights are also reserved to novate this contract, during the life of the new contract, to a local NHS Trust acting as local system leader for this and related service contracts.

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:

Following the recent and current response to the COVID pandemic, the CCG needs further time to consider and develop its commissioning intentions for this and related services.

Observing its obligations under the NHS (Procurement Patient Choice and Competition)(No.2) Regulations 2013, NHS South West London CCG has assessed the appropriateness to award an interim contract directly through a non-competitive process to the incumbent provider, recognising an immediate need to ensure continuity of essential patient services whilst a full review takes place to agree the future provision of these services.

The CCG assesses a priority to continue with the incumbent provider at this time, particularly during the pandemic recovery phase, promoting stability of the now skilled workforce and continued service improvement.

The service provision, and the role currently played by the incumbent provider is assessed as integral to the local One Croydon Alliance provision of health care services to patients within Croydon.

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

12 May 2021

V.2.2) Information about tenders

Number of tenders received: 1

V.2.3) Name and address of the contractor

Age UK Croydon

81 Brigstock Road, Thornton Heath

Croydon

CR7 7JH

Country

United Kingdom

NUTS code

- UKI62 - Croydon

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

Initial estimated total value of the contract/lot: £1,802,000

Total value of the contract/lot: £1,802,000

Section VI. Complementary information

VI.3) Additional information

This interim contract is being awarded to the incumbent provider to ensure a continuity of service provision whilst the CCG reviews how this and related services might best be provided for in the future.

The contract is being award for 12 months - from 1st August 2021 until 31st July 2022 with a 12 month value of £900,000.

Rights are reserved for the contract to be extended by up to a further 12 months (24 months maximum) with an overall potential value of up to £1,802,000.

The CCG reserves the right to novate this contract, during the life of the new contract, to a local NHS Trust acting as local system leader for this and related service contracts.