

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010600-2024>

Contract

## **Provision of a Hospital Care Navigator Service Supporting Patient Discharge**

Kent Community Health N H S Foundation Trust

F03: Contract award notice

Notice identifier: 2024/S 000-010600

Procurement identifier (OCID): ocids-h6vhtk-044eed

Published 2 April 2024, 2:32pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Kent Community Health N H S Foundation Trust

110-120 Eureka Park, Upper Pemberton, Kennington

ASHFORD

TN254AZ

#### **Contact**

Nikole Love

#### **Email**

[nikole.love@nhs.net](mailto:nikole.love@nhs.net)

#### **Telephone**

+44 7500448906

#### **Country**

United Kingdom

**Region code**

UKJ4 - Kent

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.kentcht.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**

Provision of a Hospital Care Navigator Service Supporting Patient Discharge

Reference number

972/12/A

#### **II.1.2) Main CPV code**

- 85323000 - Community health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

A significant number of patients in East Kent are currently accessing accident and emergency for conditions that could be treated locally in the community. The health and social care economy in East Kent believe that aligning provider services in an integrated approach and underpinning this with a redirection programme will reduce pressure on hospital services and improve overall performance across the health economy.

#### **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: £57,838

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKJ44 - East Kent

Main site or place of performance

Queen Elizabeth the Queen Mother Hospital, Margate

#### **II.2.4) Description of the procurement**

Care Navigator Service

Contract to be awarded to existing supplier under PSR Direct Award C process. 2 year contract plus 2 x 6 month extension.

#### **II.2.5) Award criteria**

Quality criterion - Name: the existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Cost criterion - Name: the existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

#### **II.2.11) Information about options**

Options: Yes

Description of options

contract has the option to be extended by 2 x 6 months

---

## 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:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by 12 April 2024. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR

#### 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

### Contract No

972/12/A

### Title

Provision of a Hospital Care Navigator Service Support Patient Discharge

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

19 March 2024

**V.2.2) Information about tenders**

Number of tenders received: 1

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

**V.2.3) Name and address of the contractor**

Town and Country Housing

Monson House, Monson Way

Tunbridge Wells

TN1 1LQ

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Mutuals Public Register

30167R

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £57,838

Total value of the contract/lot: £57,838

---

## Section VI. Complementary information

### VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 12 April 2024. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR

Representations should be sent via email to: [kcht.contracts@nhs.net](mailto:kcht.contracts@nhs.net)

Award decision makers are: Assistant Director Urgent Care Acute

There were no conflicts of interest

Town and Country provide their service as a part of the Rapid Transfer Service at QEQM hospital and meet the criteria associated to the PSR.

- **Quality and Innovation;** Town and Country are part of the Transfer of Care Hubs, being developed to improve the quality of transfers of care from the acute hospital into the community. They are engaged in the TELS contract with KCC therefore are developing their skills and competence re assistive technology to provide safe transfers. Town and Country have been working with therapists to educate on the community services available and how the voluntary sector can support discharges across all of the pathways.
- **Value;** Town and Country can, due to their community connections, have a wide range of support available and provide excellent value for money in relation to reducing length of stay , avoiding future hospital admissions and manage in a service that has had an increased demand over the last two years especially with regard to the better use of beds and ensuring home first is the priority for patients. This means a significant saving on a wider system perspective.
- **Integration, Collaboration and Service Sustainability;** The Town and Country service has been an integral service for the last 7 years and are seen as part of the Rapid transfer service by all system partners. They are engaged in all aspects of the KCHFT ambitions and visions for the future and are very much engaged with the priority of putting the communities first and supporting people to get home. They also are engaged in the projects around providing sustainable care providing a better patient experience for our patients. They are essentially part of the KCHFT governance and are fully involved in all

service delivery plans.

- Improving Access, reducing Health Inequalities and facilitating choice; this is a fundamental role of the care navigation service and involves them providing services following a comprehensive assessment of all patients referred to them. They complete this work under the direct guidance of the Rapid Transfer Service management team. They also engage with community partners and the wider voluntary sector for organising on going services to support individual patients needs.
- Social Value; again, this is a fundamental role in the care navigation service where they have a community extension through links to the borough council and supporting homeless patients, supporting deep cleans and de cluttering of houses is often a role they play in getting people back home safely and timely.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Kent Community Health NHS Foundation Trust

Ashford

Country

United Kingdom