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Planning

Residential Care and Support Services to Customers with Complex Care Needs

Suffolk County Council

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-013055

Procurement identifier (OCID): ocds-h6vhtk-02ba70

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Section I: Contracting authority

I.1) Name and addresses

Suffolk County Council

Endeavour House, Russell Road

IPSWICH

IP1 2BX

Contact

Sarah Skilton

Email

ACS.SPAR.Carehomes@suffolk.gov.uk

Telephone

+44 1473260675

Country

United Kingdom

NUTS code

UKH14 - Suffolk

Internet address(es)

Main address

www.suffolksourcing.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Residential Care and Support Services to Customers with Complex Care Needs

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Suffolk County Council and NHS Continuing Healthcare have identified the need to have more Residential based complex care services across Suffolk. Individuals will have significant needs above and beyond those normally managed in residential and nursing settings. We would like to work with providers to develop a personalised service with a flexible approach, developing the service around the individual.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk

Main site or place of performance

Suffolk, UK

II.2.4) Description of the procurement

Suffolk County Council Adult Community Services (the Council) and NHS Continuing Healthcare (CHC) are inviting providers to register interest in participating in a pilot programme to have more Residential based complex care services across Suffolk. We want to learn and develop sustainable solutions with the market. Individuals with complex care needs may have multiple and significant needs above and beyond that normally managed in residential and nursing settings. These needs may fall into the following categories: • Significant Cognitive impairment; • Psychological and emotional needs; • Behaviours of concern; • Medical Support. To support individuals with complex care needs, it is expected that service provision will need to have an infrastructure able to provide the following: • Skills: Access to specialist skills in physical and mental health care including complex care assessment tools • Resources: Access to resources that provide meaningful and engaging activities which will improve independence and well-being, including therapeutic resources • Environment: Provision of appropriate residential accommodation and services that provide a safe and stimulating environment 24/7 all year round. It is not essential for potential providers to be able to provide all these elements as we are also interested in developing collaborations between parties to provide a complete solution. We have a good understanding of what is required to deliver a quality and individualised

complex care service. However, experience and previous market engagement has demonstrated that we do not have sufficient capacity with the required skills, experience and infrastructure. To develop capability and capacity across Suffolk we are seeking to work with providers through a series of Complex Care Pilot Schemes (CCPS). We do not want to be prescriptive about specifications or solutions but work collaboratively to explore what can be achieved. Learning from the CCPS is a critical element and the outcomes we are seeking to achieve are:

- Better understanding of complex care needs
- Better understanding of solutions that make most difference
- Costs of solutions
- Potential demand for complex care solutions including the difference between short and long term stay requirements and potential to move people with complex care needs in to mainstream residential or home care provision
- Recommendations for future Complex Care Service provision

If interested, we will arrange initial conversations with the Council and CHC to discuss suitability and ideas including any requirements for development or collaboration that may be needed to provide complete solutions. We will facilitate any introductions or discussions to help develop pilot schemes. Providers will need to develop and present pilot schemes by producing a CCPS Proposal to describe what the scheme can provide, how services will be delivered, credentials for providers involved, costs and risk mitigation. If required, we can assist in developing these with you. You will be invited to present and discuss your proposals with a panel for final assessment and if approved, we will set up contractual agreements to support the CCPS. Our local teams will work with CCPS providers to initiate their pilot schemes, manage delivery and capture the learning. Ultimately, SCC and CCG will need to undertake a full procurement for complex care services.

II.2.14) Additional information

This PIN is to test provider interest. If you are interested and want to be involved without any commitment at this stage, please email the name of your organisation, contact name, email and telephone to ACS.SPAR.Carehomes@suffolk.gov.uk

II.3) Estimated date of publication of contract notice

31 December 2022

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No