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Planning

Care & Support Package for Denbighshire Resident

Denbighshire County Council

F21: Social and other specific services – public contracts

Prior information notice without call for competition

Notice identifier: 2022/S 000-013727

Procurement identifier (OCID): ocids-h6vhtk-033c44

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Section I: Contracting authority

I.1) Name and addresses

Denbighshire County Council

Russell House

Rhyl

LL18 3DP

Contact

Liana Duffy

Email

CandCteamCSS@denbighshire.gov.uk

Telephone

+44 1824712304

Country

United Kingdom

NUTS code

UKL13 - Conwy and Denbighshire

Internet address(es)

Main address

<https://www.denbighshire.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0280

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Care & Support Package for Denbighshire Resident

II.1.2) Main CPV code

- 85310000 - Social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Denbighshire County Council are seeking expressions of interest from care and support providers who may be able to meet the needs of one of our citizens. Several agency allocations have broken down because of a number of challenges, and we are keen to understand what resources/arrangements care and support providers may propose in order to be able to sustain care and support for this citizen. We would welcome creative proposals. We are keen to explore as part of this what kind of contractual arrangement may provide the most workable and sustainable basis for providers to deliver this package of care, e.g. we will consider proposals for 'spot purchase' hourly rate arrangements, 'block contracts' or other commissioning arrangements.

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
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKL13 - Conwy and Denbighshire

II.2.4) Description of the procurement

Summary details of the required care package are below. Please email us at CandCteamCSS@denbighshire.gov.uk if you would like to know more and may be interested in putting a proposal forward. Please note that providers will be required to tender for this package. This work will only be put out to tender however, in the event that we receive any initial enquiries. This opportunity is also being made available to providers on our domiciliary care framework, and may be awarded via that route.

A formal support package is needed, at a minimum consisting of:

x2 Hours, double handed in the morning x7 days per week

x1 Hour, double handed in the evening x7 days per week

Total: 42 hours per week

One or more senior carers must attend calls at all times.

The citizen, Ms A is a lady in her 60's who lives in Rhyl; however is currently in a local hospital. Ms A requires support with personal care, diet and food management, putting shopping away, medication and dressing tasks. Without appropriate care, this lady is at risk of self-neglect, resulting in unnecessary hospital admissions and health problems associated with poor hygiene, diet and living conditions. There is also risk of falls and mismanagement of medication.

Ms A is very intelligent and articulate, and is able to communicate her needs and wishes effectively.

In 2018, Ms A experienced a stroke, which has resulted in right sided weakness that has impacted upon her mobility and ability to carry out daily living tasks without support. Ms A is able to mobilise with the use of a walking stick or zimmer frame, but whilst in hospital has often been requesting the use of a Sara Steady. Ms A also has a visual impairment and wears glasses. When at home and during her time in hospital, Ms A chooses to spend most of her time in bed.

Prior to admitting herself into hospital, Ms A had 3 cats and a dog, whom carers used to feed and let out into the garden. The animals are currently elsewhere but may be returning when Ms A returns home, and if so this requirement of carers will continue.

Ms A has been supported by a number of formal care providers, all have broken down due to her verbal behaviour towards carers. Ms A, through her own admission, states that she has very high standards and she has very specific expectations in relation to the routines of her care and support. Ms A acknowledges that she will raise her voice when things aren't done properly, but doesn't mean to upset anyone. Ms A feels that she needs

mature carers with a lot of experience.

Ms A has been made aware that her behaviour towards carers has caused the breakdown of care in the past; however, she has a conflict of opinion regarding this and states the carers were not always competent and lacked common sense.

Ms A's care calls previously would always run over time, as she would request additional tasks to be completed or would refuse to receive care until she wanted to receive it.

Ms A has been advised that before a new package of care commences, a meeting with the provider will be required to establish boundaries and reasonable expectations from both parties.

II.2.14) Additional information

If you wish to express an interest in this work, could you please make contact with the Contracts & Commissioning Team by emailing CandCteamCSS@denbighshire.gov.uk by 3rd June 2022.

II.3) Estimated date of publication of contract notice

17 June 2022

Section VI. Complementary information

VI.3) Additional information

(WA Ref:121554)