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Award

## Care and Support Services, Carlton Dene Extra Care Housing

Westminster City Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-013855

Procurement identifier (OCID): ocds-h6vhtk-04f981 ([view related notices](#))

Published 16 February 2026, 1:31pm

### Scope

#### Description

Westminster City Council requires a high-quality personalised Care and Support Service at Carlton Dene Extra Care Housing; Carlton Dene is a new development, which will be ready for handover in March 2026 so that the new service can be delivered from April 2026.

The Carlton Dene building supports a variety of care and wellbeing services, including:

- 65 Extra Care Housing Units
- Resident Lounge
- Staff Areas
- Cafe Space (on-site but not part of the Contract)
- Hairdressers and Therapy Space (on-site but not part of the Contract)

The Authority owns the building, and the Residents will be tenants of Westminster City

Council.

Extra Care Housing offers self-contained, fully accessible properties with private front doors, bathrooms, kitchens, living areas, and storage space. Residents have legal rights to occupy underpinned by housing law, and the freedom to personalise their homes to suit their preferences. At Carlton Dene it is anticipated in the region of 985 personalised care hours with additional universal core hours for engagement, management, night support and oversight.

A dedicated CQC Registered Manager is required to assist with care matters and co-ordinate support services. Staff will be available on-site 24/7.

Carlton Dene will support the delivery of key Adult Social Care (ASC) principles: Personalisation; Prevention; Innovation; Integration and Local, by offering personalised care, giving residents choice and control over their support. The Service prevents isolation and promotes well-being by helping people stay independent in their community. Through innovation, the Service enhances digital inclusion and uses technology to support health and social needs. Integration with housing, the NHS, and social care ensures joined-up services, while a local approach allows residents to remain in the borough, creating employment and volunteering opportunities.

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## **Contract 1**

### **Supplier**

- Chosen Care Group Ltd

### **Contract value**

- £17,385,291.54 excluding VAT
- £20,862,349.85 including VAT

Above the relevant threshold

**Award decision date**

16 February 2026

**Date assessment summaries were sent to tenderers**

16 February 2026

**Standstill period**

- End: 25 February 2026
- 8 working days

**Earliest date the contract will be signed**

16 March 2026

**Contract dates (estimated)**

- 1 May 2026 to 30 April 2033
- Possible extension to 30 April 2036
- 10 years

Description of possible extension:

The Authority shall be entitled at its absolute discretion to extend the Contract Period by a single period not exceeding three years.

## **Main procurement category**

Services

## **CPV classifications**

- 85300000 - Social work and related services

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## **Information about tenders**

- 10 tenders received
- 10 tenders assessed in the final stage:
  - 6 submitted by small and medium-sized enterprises (SME)
  - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 9 suppliers unsuccessful (details included for contracts over £5 million)

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## **Unsuccessful suppliers**

- [Care Sante London Limited](#)
- [Care-Away Limited](#)
- [Eleanor Nursing and Social Care Ltd](#)
- [Hales Group Ltd](#)
- [London Care Limited](#)
- [Servesoul Limited](#)

- [Supreme Company and Sons Ltd \(Supreme Homecare\)](#)
  - [Thames Homecare Service Ltd](#)
  - [Westminster Homecare Ltd](#)
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## Procedure

### Procedure type

Open procedure

### Special regime

Light touch

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## Suppliers

### Care Sante London Limited

- Public Procurement Organisation Number: PNWW-3834-QRPV

Unit 7, The Village, Maisies Way,

Alfreton

De55 2DS

United Kingdom

Region: UKF12 - East Derbyshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

### **Care-Away Limited**

- Public Procurement Organisation Number: PRVJ-2236-DLMY

1a Cloughton Road

London

E13 9PN

United Kingdom

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

### **Chosen Care Group Ltd**

- Public Procurement Organisation Number: PQYJ-8586-MYLL

Cranbrook House, 61 Cranbrook Road

Ilford

IG1 4PG

United Kingdom

Email: [bala@chosencaregroup.com](mailto:bala@chosencaregroup.com)

Region: UKI53 - Redbridge and Waltham Forest

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

### **Eleanor Nursing and Social Care Ltd**

- Public Procurement Organisation Number: PRPZ-3127-HLXY

15-17 London Road

Bromley

BR1 1DE

United Kingdom

Region: UKI61 - Bromley

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

### **Hales Group Ltd**

- Public Procurement Organisation Number: PYDT-3863-XXJM

10 Flag Business Exchange Vicarage Farm Road

Peterborough

PE1 5TX

United Kingdom

Region: UKH11 - Peterborough

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

### **London Care Limited**

- Public Procurement Organisation Number: PYBH-6981-DNTY

Cardinal House Abbeyfield Court, Abbeyfield Road

Nottingham

NG7 2SZ

United Kingdom

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

### **Servesoul Limited**

- Public Procurement Organisation Number: PPYL-4991-MGMM

PROCTER HOUSE, AVONDALE SQUARE,

London

SE1 5EZ

United Kingdom

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

### **Supreme Company and Sons Ltd (Supreme Homecare)**

- Public Procurement Organisation Number: PMGH-8857-XHDZ

Unit 2 96 Romford Road,

London

E15 4EQ

United Kingdom

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

### **Thames Homecare Service Ltd**

- Public Procurement Organisation Number: PXTQ-7635-HJTT

Third floor, CP House, 97-109 Uxbridge Road

London

W5 5TL

United Kingdom

Region: UKI73 - Ealing

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

### **Westminster Homecare Ltd**

- Public Procurement Organisation Number: PBLL-1124-PDZZ

LABS Hawley Lock, 1 Water Lane,

London

NW1 8NZ

United Kingdom

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

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### **Contracting authority**

#### **Westminster City Council**

- Public Procurement Organisation Number: PJVD-6261-BPPJ

64 Victoria Street

London

SW1E 6QP

United Kingdom

Email: [procurementteammailbox@westminster.gov.uk](mailto:procurementteammailbox@westminster.gov.uk)

Website: <https://www.westminster.gov.uk/>

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government