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Tender

Recruitment of Peer Support Workers and Development of Patient Experience Model within Learning Disability and Autism Services

Barnet Enfield and Haringey Mental Health Trust

F02: Contract notice

Notice identifier: 2023/S 000-021338

Procurement identifier (OCID): ocds-h6vhtk-03c62a

Published 24 July 2023, 4:04pm

Section I: Contracting authority

I.1) Name and addresses

Barnet Enfield and Haringey Mental Health Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Contact

Tiara Pizzey

Email

Procurement@nelft.nhs.uk

Telephone

+44 3005551201

Country

United Kingdom

Region code

UK143 - Haringey and Islington

Internet address(es)

Main address

<https://www.beh-mht.nhs.uk/>

Buyer's address

<https://www.beh-mht.nhs.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Recruitment of Peer Support Workers and Development of Patient Experience Model within Learning Disability and Autism Services

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

To develop and implement an expert by experience model that places the people who use forensic inpatient and community learning disability and autism services at the centre of the way services are delivered and quality assured. This will be achieved through the recruitment and development of a peer workforce who will work alongside the case managers and the wider commissioning team to drive up the quality of services delivered, and the development of a user involvement pathway that engages directly with people who use forensic learning disability and autism services to ensure their voices are central to way services are planned and delivered.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79633000 - Staff development services

II.2.3) Place of performance

NUTS codes

- UKI52 - Barking & Dagenham and Havering

Main site or place of performance

North London NHS Forensic Collaborative
Fitzrovia House
16 Mortimer Street
W1T 3JL

II.2.4) Description of the procurement

This section provides an outline of the requirements for service delivery. The contract will be divided into two components for the purpose of describing the two distinct parts of the service, providers will need to be able to deliver both elements.

- Component 1: Recruitment of Peers with a Learning Disability and Autism
- Component 2: Design, Development and Implementation of a Patient Engagement Model

4.1 Recruitment of Peers with a Learning Disability

4.1.1 Recruitment of Peers to Provide a Quality Assurance Role:

The commissioning hub currently recruits five peer engagement workers with lived experience of forensic or inpatient mental health services, to work alongside case managers in a quality assurance role. The peers engage directly with current inpatients with a mental illness to establish how they feel about the quality of care they receive, utilising their own experience to bring a lived experience perspective to the way the commissioning hub plans, delivers and quality assures services.

NLFC would like to extend the peer engagement worker offer to provide a quality assurance role in our learning disability and autism services. To drive this forward we are seeking to commission a provider to recruit peers with a learning disability and autism into paid roles. The peer workers will work alongside our case managers approximately 2 days a week, to undertake the following:

- Carry out announced and unannounced reviews of wards and community teams with case managers. This involves speaking with staff and patients about their experience
- Attend inpatient and community user forums to gather intelligence on patient experience, with peers onsite and visible on one of the wards once a week
- Attend quarterly contract meetings with members of the commissioning team, feeding back on patient experience
- Feedback patient experience within the commissioning team, and use their lived experience to inform quality improvement and service development across the collaborative, attending meetings within team as required.

4.1.2 Training, Development and Supervision of Peers:

As part of the current NLFC and BEH peer support infrastructure, our current peer engagement workers have access to a robust training and support package. This includes access to a training program for new peers within the organisation that focuses on the key skills and knowledge required to deliver effective peer support, and a bespoke internal training package tailored to the role of peer engagement workers. Peers also have a wellness at work plan, and regular 1:1 and group supervision.

The NLFC would require the provider to offer a similar training, development and support package to peers recruited into this role, with a focus on the following:

- a) A training package, that will be co designed with the commissioning team with a focus on patient engagement and quality assurance
- b) A package of support and wellbeing, which includes supervision
- c) To identify and develop new peers within the NLFC learning disability and autism services, working closely with the user leads in each of the providers to develop this pathway
- d) Provide training and support to case managers and the wider commissioning hub team to work alongside the peers
- e) Ensure peers are fully integrated into the commissioning hub, working in partnership with the commissioning team to promote inclusivity and ensure the peers are equipped with the appropriate tools and support to enable them to conduct their role and fully participate in the team.
- f) To ensure peer workers are able to safely travel to and from sites across North London

4.2 Development of a Patient Engagement Model

It is vital that the voice of people with a learning disability and or/autism, their families and carers are actively involved in shaping, delivering, and evaluating the services they use. One mechanism for this within our forensic inpatient mental illness services is the newly formed patient council which has representation from each of the providers within the collaborative, representing the voices of patients from across all our services. The patient council is embedded in the local provider and NLFC governance structures, reporting directly to the NLFC Delivery Board and the Clinical and Quality Group (Diagram 1), with clear communication processes in place to feedback to patients on the wards. The patient council play both an advisory and co-production role, working alongside the commissioning team and the clinical network groups to provide additional scrutiny on the quality of services delivered and involvement at each stage of the commissioning cycle and quality improvement programs.

The NLFC would like to expand and develop this model to engage with people with a learning disability and/or autism, ensuring that the voices of this population is central to the way we plan, deliver and evaluate services. We envision this to be a two-step process; with step one focused on scoping and co designing the model with patients and staff, and step two implementing and evaluating the model

a) Scoping and Design

- Engage with current patients and staff within our learning disability and autism services to co design a patient engagement model that actively engages and includes the voices of patients with a learning disability and/or autism
- Ensure that the model is integrated with the existing patient council and/or if this requires the development of a separate group.

b) Implementation and Evaluation

- Recruit, train and support patient representatives from across the learning disability and autism services, to enable them to fully participate in the role of user involvement, including the development of appropriate supportive material (e.g easy read)
- Facilitation of the group and ongoing support to sustain the model
- Develop mechanisms and provide support for patient representatives to gather and feedback information through the provider user networks
- Work alongside the commissioning team to develop clear channels of communication between the service users, providers and the commissioning team and that information shared is accessible and elevates the voices of the people who use services.
- To identify patients from within our NLFC learning disability and autism services for future paid peer or expert by experience roles
- Develop a framework to measure the impact of the patient council at an individual and organisational level

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £200,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

18

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-012738](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

25 August 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

28 August 2023

Local time

12:00pm

Place

Offline evaluation

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

<https://www.nelft.nhs.uk>

VI.4.2) Body responsible for mediation procedures

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

<https://www.nelft.nhs.uk>

VI.4.4) Service from which information about the review procedure may be obtained

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

<https://www.nelft.nhs.uk>