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Tender

NHS Devon - Hospital Discharge Scheme - Live in Care & 1:1 Support in Care Homes

NHS Devon Integrated Care Board

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-023760

Procurement identifier (OCID): ocds-h6vhtk-03ef9c

Published 14 August 2023, 3:54pm

Section I: Contracting authority

I.1) Name and addresses

NHS Devon Integrated Care Board

County Hall, Topsham Road

Exeter

EX2 4QD

Contact

Garry Mitchell, Deputy Director of Procurement, South, Central and West Commissioning Support Unit

Email

scwcsu.clinical.procurement@nhs.net

Country

United Kingdom

Region code

UKK4 - Devon

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://onedevon.org.uk/>

Buyer's address

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

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

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

NHS Devon - Hospital Discharge Scheme - Live in Care & 1:1 Support in Care Homes

Reference number

C200862

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Devon is seeking a provider of Live-In Care Reablement to people in their own home to both support hospital discharge and avoid admission and a separate service of support to discharge patients from hospital into a care home; to provide support on a one to one basis.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.1.5) Estimated total value

Value excluding VAT: £1,028,060

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Live in Care at Home

Lot No

1

II.2.2) Additional CPV code(s)

- 85144000 - Residential health facilities services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

Main site or place of performance

North and East Devon

II.2.4) Description of the procurement

The Live-in care reablement service was established in November 2021 as a pilot project to establish the benefits of 24/7 reablement support to people in their own home to both support hospital discharge and avoid admission.

The proposed service is to run for 7 months to provide 9 carers across North and East Devon (Initial proposal for 6 across East and 3 across North).

This service is to run across North and East Devon from 3rd October 23 - 31st March 24.

The purpose of the Service is to support and enable Service Users to remain in their own homes, living as safely and independently as possible, with a focus on reablement and reducing reliance on the provision of social care.

This block contract will focus on the following groups:

- People who would benefit from reablement to enable them to return home and remain at home with a package of care suitable for their assessed needs.
- People being discharged from Hospital to enable a smooth transition back to their home.

- People at risk of being placed in short term care that could further disorientate them, including those with an organic mental health condition (e.g.) dementia and/or a temporary delirium which is unresolved.
- People in the community who are at risk of being admitted to hospital.

What is Live in Care

A live-in carer can support people in their own homes with the following:

- Preparing meals
- Running errands
- Completing household chores
- Administering or prompting of medication (in line with CQC regulations).
- Support with personal care
- Mobility support
- Support to engage in community activities.
- Companionship and emotional support
- Caring for a pet
- Carry out reablement focused work with the correct training (e.g., exercises as directed by a HCPC registered Physiotherapist).
- Complex care support with the correct competencies and training.

It is important that live-in carers provide a reablement approach and encourage the person to complete daily living activities as independently as possible. It is also very important that live-in carers keep accurate records of their observations when working with a person, as this will inform part of the assessment of their future requirement for care and support.

Support at night:

It is not expected that a live-in carer would be disturbed routinely more than twice per night. If this occurs this needs to be flagged with the Live-in carer's employer as soon as possible.

Requirements:

- Carer requires their own bedroom, with adequate bedding.
- Carer requires access to a bathroom with washing facilities.
- Carer may require access to the internet - if they must upload electronic notes.
- Carer requires 2 hours per day for a break time.
- Carer requires space to store food and access to cooking facilities.
- Carer will be required to provide their own food unless otherwise agreed with the Service User. This needs to be decided before package of care commences.

If the person's property does not have a bedroom available for a Live-in carer, then the service can still be commissioned. This would mean that support is provided by 2 carers in a 12 hour shift pattern.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.2.6) Estimated value

Value excluding VAT: £325,268

II.2.7) Duration of the contract or the framework agreement

Start date

3 October 2023

End date

31 March 2024

II.2.14) Additional information

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

II.2) Description

II.2.1) Title

1:1 Support in Care Home

Lot No

2

II.2.2) Additional CPV code(s)

- 85144000 - Residential health facilities services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

Main site or place of performance

North and East Devon

II.2.4) Description of the procurement

Based on the success of previous schemes we intend to offer a contract to provide support to discharge patients from hospital into a care home; to provide support on a one to one basis.

The proposed service will support a minimum of 45 service users across North and East Devon with the management and leadership of this scheme to be led by the Provider between 3rd October 2023 and 31st March 2024.

Care Services to be provided:

- The Provider will source and supply 1:1 care worker, with the designated skill set as required to support the individual needs of the person.
- The Provider will arrange the co-ordination of all 1-1 care workers for the duration requested.
- The Provider will provide relevant details about the 1-1 worker to be provided via the Hospital Discharge Team to the care home.
- The Provider will provide a 24/7 out of hours contact for 1-1 care workers, in the event that

they are unable to attend the shift the Provider would find a replacement with minimal disruption / delay to the receiving care home.

- Out of hours the Provider would communicate the issues directly to the care home ensuring to inform Hospital Discharge Team at the earliest next working day.
- The Care provider will have appropriate contingency plans to be able to provide the support required.
- The 1-1 care worker will accept all reasonable requests from the registered manager when on site. This is likely to include some distant working with the person, allowing assessment of the individual to be left at times, when safe to do so, supporting onward integration and reduced dependency on 1:1 support.
- The Provider would report any concerns regarding their placement in sufficient time for resolutions to be found without causing disruption to service.

Care tasks required:

- To support the person to settle into their environment and help to orientate them to their surroundings.
- To provide emotional support and comfort using best practice techniques for people with an organic mental health condition.
- To support the care home care team in meeting the person's daily needs.
- If the person is struggling to communicate their needs, work alongside them to try and understand their needs and wishes.
- Where appropriate encourage the person to take part in activities within the care home.
- Support the person if displaying any behaviours of concern; and help to divert their attention to meaningful tasks (e.g. the person is entering the space of other people at the care home).
- To provide a kind and compassionate approach to any interactions with the person.
- To work with the person in an enabling way and provide regular feedback to the relevant health and/or social care team. This includes making clear recommendations and suggestions about how the 1:1 support can be reduced.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.2.6) Estimated value

Value excluding VAT: £702,792

II.2.7) Duration of the contract or the framework agreement

Start date

3 October 2023

End date

31 March 2024

II.2.14) Additional information

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

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

Date

5 September 2023

Local time

12:00pm

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

English

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

