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Planning

Care Navigator Service in Barking & Dagenham Havering and Redbridge (BHR)

N E L COMMISSIONING SUPPORT UNIT

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-025265

Procurement identifier (OCID): ocds-h6vhtk-02ea1e

Published 8 October 2021, 5:06pm

Section I: Contracting authority

I.1) Name and addresses

N E L COMMISSIONING SUPPORT UNIT

Clifton House,75-77 Worship Street

LONDON

EC2A2DU

Email

nelcsu.procurementnorthants@nhs.net

Country

United Kingdom

NUTS code

UKI41 - Hackney and Newham

Internet address(es)

Main address

<https://northeastlondonccg.nhs.uk/>

I.3) Communication

Additional information can be obtained from 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

Care Navigator Service in Barking & Dagenham Havering and Redbridge (BHR)

Reference number

PRJ-1072

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The service provided will meet the gap in the Acute Frailty Service (AFS) programme by providing a link between the client and the health and social care professionals and help address people's difficulties in navigating health and social care systems. The Care Navigator service will continue to build on the positive experience of working within health and social care multidisciplinary team to support vulnerable clients with complex needs and reduce demand for health and social care services by linking a Care Navigator to the AFS to help prevent hospital readmissions. The Service will aim to support over 100 clients per year.

The Care Navigator will be responsible for:

- Carrying out person-centred conversations with the person about their needs, wishes and preferences helping to identify their goals and co-produce a holistic care plan of support.
- Providing information/advice to individuals about a range of services to promote health and wellbeing and maintain independence within communities.
- Facilitate access to services available in the community including introducing clients to new activities and motivating them to have an active role in the community.

II.1.5) Estimated total value

Value excluding VAT: £135,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI52 - Barking & Dagenham and Havering
- UKI53 - Redbridge and Waltham Forest

II.2.4) Description of the procurement

NHS NEL CCG are seeking an experienced provider to support Care Navigator services in Barking and Dagenham, Havering and Redbridge (BHR).

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The Care Navigator will be responsible for:

- Carrying out person-centred conversations with the person about their needs, wishes and preferences helping to identify their goals and co-produce a holistic care plan of support.
- Providing information/advice to individuals about a range of services to promote health and wellbeing and maintain independence within communities.
- Facilitate access to services available in the community including introducing clients to new activities and motivating them to have an active role in the community.

This support will include providing information/advice to individuals about a range of services and facilitating access to services in the community to maximise independence and wellbeing. E.g. income maximisation checks with benefits applications, transport assistance (including Blue Badge, Dial-a-Ride and other transport options) and support networks to reduce isolation, build a network of support and enhance quality of life. This may include accessing befriending and support groups, opportunities to keep fit and exercise, access to carer support including carer assessments, accessing day centres, etc.

The service aims to:

- Support people with multiple long-term conditions to self-manage ensuring they have maximum support at home, enabling choices and access to services in the community to achieve the best possible quality of life and independence.
- Support integration of services across health, social care and voluntary sectors.
- Reduce demand on statutory services to prevent avoidable hospital admissions, residential care placements and GP referrals.

If you would like to express an interest in this opportunity, please complete the attached form and return to nelcsu.procurementnorthants@nhs.net by no later than 12 noon on Friday 22nd October.

At the Commissioner's discretion, only providers who evidence that they meet the above requirements may be taken through to the next round of the procurement process. Due to the time constraints for this process, you will be notified of your organisation's inclusion in the next stage in a timely manner.

II.3) Estimated date of publication of contract notice

1 November 2021

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: Yes

Section VI. Complementary information

VI.3) Additional information

To express interest in this opportunity, please complete the Expression of Interest (Eoi) form attached to the Contracts Finder notice

<https://www.contractsfinder.service.gov.uk/Notice/3fd38946-80a4-4bdd-a68c-7782b388175e>

Completed forms are to be emailed to nelcsu.procurementnorthants@nhs.net by no later than 12noon on Friday 22nd October 2021.