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Tender

PRJ-1286: Take Home and Settle service and Handyperson service

NHS North East London ICB

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-025266

Procurement identifier (OCID): ocds-h6vhtk-03f77a

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Section I: Contracting authority

I.1) Name and addresses

NHS North East London ICB

4th Floor - Unex Tower, 5 Station Street,

London

E15 1DA

Contact

Mr Odezi Stephen Ivuerah

Email

odezistephen.ivuerah@nhs.net

Telephone

+44 7769276947

Country

United Kingdom

Region code

UK14 - Inner London – East

Internet address(es)

Main address

<https://northeastlondon.icb.nhs.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://proContract.due-north.com/>

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

PRJ-1286: Take Home and Settle service and Handyperson service

Reference number

DN685875

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The main aim of the Take Home and Settle Service is to safely support patients' discharge from

hospital. Short term support is provided in the person's home or other interim accommodation in

order to support independence and prevent readmission to hospital. The service will enable

individuals to regain confidence, motivation and skills to self-manage, and encourages them to

engage with the local community to improve socialisation and wellbeing.

The service will provide 7-day support, working closely with health and social care to deliver

integrated and co-ordinated care to adults. Service recipients will be registered with a C&H or Tower Hamlets GP and/or residing in these Boroughs who have been admitted to or are at risk of admission to the following hospitals:

- Homerton Healthcare NHS Foundation Trust

- Royal London Hospital (Bart's Health NHS Trust)

Patients at other hospitals out of borough but who live within Hackney or Tower Hamlets may also

be referred to the service through our local discharge/transfer of care hubs. These will be a small

number of the overall eligible residents.

The key aims of this service will be to:

- Prevent unnecessary admissions through A&E
- Proactively engage with Ward and Discharge Teams to facilitate early, safe and sustainable

discharge reducing length of stay and delayed transfers of care from the hospitals listed above

- Reduce avoidable re-admissions over the short period following discharge period
- Work closely with health and social care services to improve patient experience
- Signpost and refer to community services and support with the aim of enabling patients to

remain independent at home wherever possible.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI4 - Inner London – East

II.2.4) Description of the procurement

Objectives of Take Home and Settle Service.

The objective of the service is to aid individuals who are either not appropriate for admission from

A&E or need assistance to leave hospital by providing short-term practical support.

Aims of Handyperson Service

- Promote people's independence by enabling them to stay in their homes in security, safety

and comfort for longer by carrying out simple repairs and adaptations as preventative and remedial measures.

- Enhance the effectiveness of health and social care provision through the delivery of often

very simple and very low-cost interventions which often have a clear link with falls prevention.

- Helps to reduce hazards for vulnerable, disabled and older people, especially hazards that

are assessed to possess higher possibilities or likelihood of causing injuries or ill health.

Objectives of the Handyperson Service

- The service that will help vulnerable, disabled, and older people to live safely and independently in their own homes by assisting with small repairs and minor adaptations to the home.

Service description and care pathway Take Home and Settle Service.

The Service shall work closely with partners to deliver an integrated whole system approach to

achieving the outcomes for patients and the overall Health and Social Care system.

In order to deliver a responsive service to support the discharge of patients from Hospitals listed at

core Take Home and Settle Staff will be based within these hospitals and will participate in

daily discharge meetings. The service will facilitate discharge by linking with other delivery partners

where possible (e.g. Integrated Community Equipment Service, Telehealth) to help reduce delays.

After the referral is accepted, a needs assessment and risk assessment will be completed, and

then a support plan developed with the service user. Copies of both will be given to the service

user.

The assessment should take place within 2 hours of referral and the service user should be

discharged within the same day. It is acknowledged that some delays may sit with the hospital.

The Service shall offer the required amount of support (according to each boroughs criteria),

incorporating pre and post discharge activities including:

- Home safety checks
- Practical Support
- Signposting to other services
- Handyperson service

The support provided will be regularly reviewed with the service user to ensure it continues to meet

their needs.

Home safety checks

The Provider will undertake a home hazard risk assessment to determine the environment

is safe

for the service user to return home.

Practical Support

- Check utilities are connected and turn on heating
- Obtain any immediate shopping
- Collect fresh clothes from patients' homes prior to discharge
- Meet patient on the ward and travel home together, staying with the service user until the

domiciliary care agency arrive (if required)

- Collect prescriptions and assist with medication self-management
- Prepare a light snack/meal preparation
- Light housekeeping/domestic services e.g. tidying up, changing bedding, laundry etc...
- Support in attending appointments e.g. outpatients etc.
- Phone calls or visits for a regular check-in and companionship
- Form-filling/paperwork
- Any other appropriate tasks benefiting and enabling the person remain in their own home.

Handyperson Service

The service will include the following tasks:

- Set-up of micro-environment
- Removal or repositioning of furniture
- Making safe walkway within the home
- Checking property for trip hazards e.g. trailing wires, removal or tacking down of rugs,

carpets and repair to torn flooring and removal if necessary

- Accepting 'heavy' hospital equipment e.g. beds etc.
- Fitting/replacing handrails, grab rails and banisters,
- Minor electrical jobs (including replacing light bulbs or switching to low energy bulbs, plugs

and fuses, work to reduce the number of extension cables),

- Minor plumbing jobs, including drain unblocking,
- Checking of installed pendant alarms e.g. if wires are moved to facilitate fitting
- Small carpentry work e.g. repair to cupboards, fitting shelves, etc...
- Delivery of equipment donated e.g. fridge, bed, microwave etc.
- Delivery of frozen food where necessary
- Fitting locks, door chains and spy holes
- Fitting key safes
- Home energy checks, installation of draft excluders where equipment is available
- Fitting smoke alarms and carbon monoxide detectors
- Assisting with removal of rubbish from properties

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

26 September 2023

Local time

5:00pm

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

English

Section VI. Complementary information

VI.3) Additional information

The ITT has been issued through the e-tendering portal. All Bidders wishing to participate must complete and submit Bids that comply with the requirements set out in the Document 1 - ITT Guidance Document. Bidders are required to complete the online SQ questionnaire and the ITT Questionnaire on ProContract and upload any attachments as indicated before the deadline for submission of bids specified in the ITT document.

The project on ProContract Portal can be accessed by clicking the following link:

<https://procontract.due-north.com/Advert?advertId=12d1b393-6842-ee11-8124-005056b64545>

The deadline for the submission of tender is Friday - 26 September 2023.(17:00)

The deadline for any clarification questions is 15 September 2023

All clarification questions must be submitted via the messaging facility on Pro-contract.

