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Tender

Take Home and Settle Service (THAS)

SEL ICB (Lewisham & Greenwich)

F21: Social and other specific services – public contracts

Prior information notice with call for competition

Notice identifier: 2024/S 000-034270

Procurement identifier (OCID): ocds-h6vhtk-04b06a

Published 23 October 2024, 10:35am

Section I: Contracting authority

I.1) Name and addresses

SEL ICB (Lewisham & Greenwich)

NHS South East London 160 Tooley Street

LONDON

SE1 2TZ

Email

hub.queries@nhs.net

Country

United Kingdom

Region code

UKI - London

NHS Organisation Data Service

72Q

Internet address(es)

Main address

<https://www.selondonics.org>

I.3) Communication

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>

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

Take Home and Settle Service (THAS)

Reference number

PRJ 1365

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Take Home And Settle (THAS) services is aiming to support the discharge of patients from University Hospital Lewisham and from Queen Elizabeth Hospital. The services operate within the boroughs of Lewisham & Greenwich

The service provided should be support patients to be safely discharged from hospital by carrying out a number of pre-discharge checks, including, for example, checking the state of the patient's property; delivering equipment; checking key safes; and delivery of medication, in addition to its core function to support with discharge directly by taking the patient home and ensuring they are comfortably settled back in their home environment.

II.1.5) Estimated total value

Value excluding VAT: £678,965

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

- UKI - London

Main site or place of performance

SEL ICB (Lewisham & Greenwich)

II.2.4) Description of the procurement

The service assists in enabling safe discharge, and preventing readmission following discharge, by undertaking pre-discharge checks where appropriate, and by accompanying people home and staying with them for a short period to ensure that they settle safely back into their home environment, and ensuring they have information on how to access services and activities if they need further support.

The service is currently provided by Age UK Bromley & Greenwich. They are contracted to provide THAS services to support the discharge of patients from University Hospital Lewisham and from Queen Elizabeth Hospital. The services operate within the boroughs of Lewisham & Greenwich

The current provision includes services over and above those traditionally seen as Take Home and Settle, including for example, checking the state of the patient's property; delivering equipment; checking key safes; and delivery of medication, in addition to its core function to support with discharge directly by taking the patient home and ensuring they are comfortably settled back in their home environment. The new contract will reflect this range of service scope.

The service provides monthly and quarterly reports detailing its activity.

The proposal is to combine the Lewisham & Greenwich services into a single contract to be procured through a single procurement process.

Prospective Bidders are requested to review the contents of the guidance document carefully, register their organisation, and express their interest in the RfQ via the e-tendering portal Atamis system (Health Family). RfQ documentation can be accessed following initial registration and expression of interest via the e-tendering portal:

If you have not yet registered on Atamis, please do this as soon as possible.

You can register here: <https://health-family.force.com/s/Welcome>

For advice or support in registering please contact the Atamis helpdesk:

Phone: 0800 9956035

E-mail: support-health@atamis.co.uk

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

Duration in months

60

II.2.14) Additional information

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Section III. Legal, economic, financial and technical information

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

- Improve the quality of discharges for patients identified by the hospital teams as vulnerable and isolated due to having no home support system. The service will ensure that the patient's home environment is safe and heated that there is food in the house appropriate for their cultural, religious or dietary needs, and that the patient feels confident in their ability to manage at home.
- There is follow up via a telephone call the following day or follow up visit, if required, when a telephone call is not an option or there are other communication barriers or a call remains unanswered, , to ensure that the person taken home is managing well on their own. If they are not, a referral is made to other services including adult social care services.
- Reduced readmissions - Take Home & Settle services provided locally have evidenced that only 2% of patients who benefit from the 'take home and settle' service are readmitted to hospital 30 days after discharge.
- Improve the confidence of patients and their families when being discharged home from hospital

Reporting:

The service will report monthly on the following:

- Number of referrals to the service from each LGT site & community site
- Date & source of referral (Site, Ward and /or other)
- Time of day / day of week provided
- Response time (target 30 minutes)
- Whether referrals are accepted / completed or cancelled
- Details of other support offered / reasons why referrals have not been completed or cancelled
- Number of items of equipment delivered from UHL

- Promotion activity

The service will also provide a quarterly report including the following:

- Summary of activity during quarter & any issues impacting positively or negatively on service delivery
- Readmission rates of patients supported (where data is available from LGT)
- Case Study reflecting outcomes from THAS service
- Patient feedback (including feedback from carers)
- Demographic summary of patients using the service showing age, gender and ethnicity

Service targets:

- Target for THAS is 50 patients per month for each Lewisham and 40 patients for Greenwich(based on previous years data borough,
- Response time from referral: 30 minutes
- Patient feedback is 80% good or excellent
- Increase in number of patients collected during morning shift noting that this is dependent on times of discharge which are not within the service's control
- Increase use of THAS during weekends noting that this is dependent on times of discharge which are not within the service's control
- Proportion of referrals completed: 85%
- Proportion of referrals where the Provider was responsible for non-completion of the referral: 10%

The Provider will continue to promote THAS across the relevant hospital and community sites, particularly targeting the 9-1 and weekend shifts to encourage the number of referrals made during these times.

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 expressions of interest

Date

22 November 2024

Local time

5:00pm

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

English