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Planning

Care and Support service at Castlestead View Extra Care Housing service in Oxenholme Kendal

Westmorland and Furness Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-045104

Procurement identifier (OCID): ocds-h6vhtk-056b0f ([view related notices](#))

Published 1 August 2025, 10:54am

Scope

Description

Castlestead View is an established Extra Care Scheme in Oxenholme Kendal that opened on 25th July 2022 with total capacity of 80 units, the landlord of the scheme is Housing 21.

The Provider shall ensure it delivers the Services at all times in compliance with the Care Act 2014. Furthermore, the Provider shall deliver the Services in a manner that ensures the Council complies with its obligations under the Care Act 2014 so far as such obligations relate to the Services.

In Westmorland and Furness the term 'extra care' housing is used to describe housing developments that comprise self-contained homes with design features and support services to enable people to self-care and continue to live independently. The 'extra' in extra care housing is generally recognised to be access to care services that can:

- Respond quickly to residents changing needs
- Provide unplanned care as and when required in addition to planned care

- Provide an emergency response.

People who live in Extra Care housing have their own self-contained homes - usually with a lounge, kitchen, bedroom and bathroom and access to care staff 24 hours a day, 7 days a week. There are also communal facilities and activities available.

For many people, Extra Care housing is the ideal solution as it means that they live in a home of their own, can stay together as a couple even with different levels of need, live as part of a supportive environment, in a location situated in the heart of the local community, but with the added reassurance that help is at hand. Extra Care housing allows people to move out of houses, where they are finding it difficult to cope, into a home where they can be secure and live independently. In some situations Extra Care Housing also allows people to move out of residential care and return to independent living.

Contract dates (estimated)

- 25 January 2026 to 24 January 2028
- Possible extension to 24 January 2029
- 3 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD12 - East Cumbria

Engagement

Engagement deadline

21 July 2025

The engagement was carried out before this notice was published.

Engagement process description

Engagement Session for Providers of Support and Care in Extra Care Housing

Monday 21st July 2025 16:00 - 17:00 (via Microsoft Teams)

Westmorland and Furness Council is looking to engage with existing and potential day opportunities providers to discuss the forthcoming of care and support contracts in 2 extra care housing schemes in Westmorland and Furness: Castlestead View, Kendal and Newton House, Penrith.

The purpose of this event is to:

- provide information about the two extra care housing schemes
- discuss the service specification and proposed Key Performance Indicators
- provide details of the timeline for the forthcoming tenders
- allow providers to ask questions

Providers are not required to attend to be considered for the tender process but those attending should find the event beneficial, as it will outline the two extra care housing schemes, the proposed service specification and provide insight and information regarding the procurement process to be undertaken.

If you would like to join the meeting please send an email request for the meeting invite, by 12 noon Monday 21st July to: commissioning.waf@cumbria.gov.uk

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Procedure

Special regime

Light touch

Contracting authority

Westmorland and Furness Council

- Public Procurement Organisation Number: PYYD-1758-YNVR

South Lakeland House

Kendal

LA9 4DQ

United Kingdom

Email: Procurement.Mailbox.WAF@Cumbria.gov.uk

Website: <http://www.westmorlandandfurness.gov.uk>

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government