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Award

Dementia Support Service

Oxfordshire County Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-086193

Procurement identifier (OCID): ocds-h6vhtk-05142a ([view related notices](#))

Published 24 December 2025, 8:00pm

Scope

Reference

DN779975

Description

Dementia Support Service - Tenderers were invited to tender for the provision of the Services for a provision of Dementia Support Service for a term of 5 years with an option for the Council to extend for up to 5 years, anticipated to commence on 1st January 2026. The anticipated annual budget is £913,623, with a total approximate contract value of £9,126,230.

The vision of the service is to support people with memory concerns or a diagnosis of dementia as well as their unpaid carers to improve their quality of life and where possible to live well with their condition.

The aims are a specialist service which:

- Keeps people with dementia living well at home.

- Provides a memory support service, supporting and advising people with memory problems or MCI, including support for people waiting for their dementia clinic appointment/scan and/or outcome.
 - Increases support for people with dementia and their carers to reduce admissions to hospital and residential care.
 - Provides a proactive and responsive service to people in crisis and at risk of deterioration.
 - Creates a bridge between health and social care and community services to help people with dementia live well.
 - Proactively manages the challenge of increasing numbers of people living with dementia at a time of considerable pressures on public funds.
 - Prevents people living with dementia and their carers experiencing isolation and loneliness.
 - Increases the confidence of carers in their caring role and improves the carer-cared-for relationship, through education and information.
 - Reduces carer stress through tailored practical and emotional support.
 - Raises awareness about how best to support people living with dementia for professionals working with an ageing population.
 - Provides a flexible, local service which is adaptable to future changes including the development of neighbourhood models, new treatments and technology
 - Supports the transition into a residential care setting, ensuring the person living with dementia receives the care they need but also providing the home with sufficient information that allows them to settle.
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Contract 1. Dementia Support Service

Supplier

- AGE UK OXFORDSHIRE

Contract value

- £9,135,100 excluding VAT
- £10,962,120 including VAT

Above the relevant threshold

Award decision date

24 December 2025

Date assessment summaries were sent to tenderers

24 December 2025

Standstill period

- End: 8 January 2026
- 8 working days

Earliest date the contract will be signed

9 January 2026

Contract dates (estimated)

- 9 January 2026 to 31 December 2030
- Possible extension to 31 December 2035
- 9 years, 11 months, 23 days

Description of possible extension:

The Council has the unilateral option to extend the contract period by up to 5 years in aggregate.

Main procurement category

Services

CPV classifications

- 85321000 - Administrative social services

Contract locations

- UKJ14 - Oxfordshire

Information about tenders

- 14 tenders received
- 14 tenders assessed in the final stage:
 - 11 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)

- 1 supplier awarded contracts
 - 13 suppliers unsuccessful (details included for contracts over £5 million)
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Unsuccessful suppliers

- [BE CARE LIMITED](#)
- [BE WELL CARE LTD](#)
- [BLISSCARE & NA, UK LTD](#)
- [CCGA GROUP LIMITED](#)
- [KKD HEALTHCARE AND RECRUITMENT LIMITED](#)
- [LAKEM CARE LTD](#)
- [LOVAGE HOME CARE LTD](#)
- [NADIAMED LIMITED](#)
- [OIZA HEALTHCARE LIMITED](#)
- [PAT&FLO LIMITED](#)
- [RHESUS CARE LTD](#)
- [VOW CARE SERVICES LIMITED](#)
- [Younger People With Dementia CIO](#)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Suppliers

AGE UK OXFORDSHIRE

- Companies House: 04328143
- Charity Commission (England and Wales): 1091529

Unit 10 Napier Court

Abingdon

OX14 3YT

United Kingdom

Email: finance@ageukoxfordshire.org.uk

Website: <https://www.ageuk.org.uk/oxfordshire/>

Region: UKJ14 - Oxfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Dementia Support Service

BE CARE LIMITED

- Companies House: 13930191
- Public Procurement Organisation Number: PWRN-4138-ZJZH

53 Newbridge Crescent

Wolverhampton

WV6 0LH

United Kingdom

Website: <https://britishelderlycare.com/>

Region: UKG39 - Wolverhampton

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

BE WELL CARE LTD

- Companies House: 11912965
- Public Procurement Organisation Number: PTLD-3694-RLGP

The Henley Building, Newtown Road

Henley-On-Thames

RG9 1HG

United Kingdom

Website: <http://Bewellcareltd.co.uk>

Region: UKJ14 - Oxfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

BLISSCARE & NA, UK LTD

- Companies House: 15315949
- Public Procurement Organisation Number: PGBD-9268-TQGD

Blisscare & Na Uk Ltd Anfield Business Centre

Liverpool

L6 5DR

United Kingdom

Website: <http://www.blisscareagency.com>

Region: UKD72 - Liverpool

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

CCGA GROUP LIMITED

- Companies House: 14859043
- Public Procurement Organisation Number: PYLH-4255-XQYV

86-90 Paul Street

London

EC2A 4NE

United Kingdom

Website: <https://ccgahealthcare.co.uk/>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

KKD HEALTHCARE AND RECRUITMENT LIMITED

- Companies House: 14167336
- Public Procurement Organisation Number: PJPB-1232-GMDN

11 Nailsworth Crescent

Redhill

RH1 3JD

United Kingdom

Website: <http://www.kkdhealthcare.co.uk>

Region: UKJ26 - East Surrey

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

LAKEM CARE LTD

- Companies House: 15059273
- Public Procurement Organisation Number: PJHQ-4926-QQTH

79 The Street

Sittingbourne

ME9 9AD

United Kingdom

Website: <http://www.lakemcare.co.uk>

Region: UKJ43 - Kent Thames Gateway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

LOVAGE HOME CARE LTD

- Companies House: 13715787

- Public Procurement Organisation Number: PHQN-9892-LYDT

13715787 - COMPANIES HOUSE DEFAULT ADDRESS

Cardiff

CF14 8LH

United Kingdom

Website: <http://www.lovagehomecare.co.uk>

Region: UKL22 - Cardiff and Vale of Glamorgan

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

NADIAMED LIMITED

- Companies House: 09041566

- Public Procurement Organisation Number: PWHQ-8941-LCBG

42-44 High Street

Slough

SL1 1EL

United Kingdom

Website: <http://www.nadiamedhealthcare.co.uk>

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

OIZA HEALTHCARE LIMITED

- Companies House: 10278464
- Public Procurement Organisation Number: PWXQ-1567-WNQQ

Chadburn House Weighbridge Road

Mansfield

NG18 1AH

United Kingdom

Website: <https://www.oizahealthcare.co.uk>

Region: UKF15 - North Nottinghamshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

PAT&FLO LIMITED

- Companies House: 13944675
- Public Procurement Organisation Number: PPRQ-4237-RPNJ

316e Ilford Lane Ilford, IG1 2LT

london

IG1 2LT

United Kingdom

Website: <http://www.patandflocare.co.uk/>

Region: UKI53 - Redbridge and Waltham Forest

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

RHESUS CARE LTD

- Companies House: 14266094
- Public Procurement Organisation Number: PTVW-1934-RRQD

Unit 8 Boulton Business Units

Birmingham

B7 5AR

United Kingdom

Website: <http://www.rhesus.co.uk>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

VOW CARE SERVICES LIMITED

- Companies House: 11713964
- Public Procurement Organisation Number: PBXX-3413-YHYV

30 Larchwood Road

Hemel Hempstead

HP2 5NB

United Kingdom

Website: <http://www.vowcare.co.uk>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Younger People With Dementia CIO

- Charity Commission (England and Wales): 1171720
- Public Procurement Organisation Number: PRPB-4243-DTYZ

The Tithe Barn, Parfitts Farm

Eversley Cross

RG27 0NT

United Kingdom

Website: <http://www.ypwd.info>

Region: UKJ37 - North Hampshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contracting authority

Oxfordshire County Council

- Public Procurement Organisation Number: PZNW-8281-MHNM

County Hall, New Rd

Oxford

OX1 1ND

United Kingdom

Contact name: Michael Glasspool

Email: ProcurementandContractManagement.Enquiries@Oxfordshire.gov.uk

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government