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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.

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)

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: PJBP-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 Boulbee 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