

Provision of Extra Care Services

Pre-Procurement Market Engagement

6th June 2024

Connected Lives



Agenda

- Outline of current priorities
 - Detail of needs and current services
 - Proposal for Extra Care Services
 - Detail on tendering process
 - Feedback on proposal in breakout groups
- We will circulate:
 - Slides
 - Summary of feedback from breakout groups

Context

- Rising demographic of need - Over 85's, dementia, people with disabilities living longer, long term conditions
- Significant financial pressure
- Recruitment and retention of staff issues
- People wanting choice and control
- Ability to respond to higher acuity of needs
- Avoiding long term isolation
- Increased focus on the wellbeing of carers
- Increasing use of Assistive Technology (AT)

Data Inspired Living is a tool for social care practitioners to use as part of care planning for residents we support.

It consists of an online dashboard, which provides a view of residents' routines at home using various small, discreet sensors that are placed around the home and help to build a day to day picture of someone's normal routine.



“The benefit of the DIL is that it gives a longer term solution for residents to provide that preventative measure - such as declining mobility. A lot of families are so anxious about family members that have fallen and this helps give them reassurance.”
Adult Care Social Worker



Alma was discharged from hospital following a UTI with a package of care at a weekly cost of £298.20 and agreed to have DIL installed. Alma has a new diagnosis of dementia and wanted to remain as independent as possible and remain at home.

The data evidenced an improvement in her mobility over a short period of time, her care plan was reviewed and Alma agreed to have her commissioned package of care ceased as it was no longer needed and she has had no further admissions to hospital.



Our strategic vision

Supporting independence

- Enabling model of care so that people can remain in their own home
- Working with and integrating the developing AT projects, improving preventative offer, targeting support to divert and reduce demand on primary and acute health care

Connecting with communities

- Connected Lives model, building on strengths, connecting to community offer from wide range of Voluntary and Community Sector organisations
- Commissioning outcomes-based care and support where people's goals and aspirations are at the centre of the services they receive

Building an attractive offer for our care workforce

- Significant investment into front line care worker pay – all providers able to offer pay rates above the Living Wage
- Attractive career development opportunities and employee benefits, working with HCPA to deliver our workforce strategy

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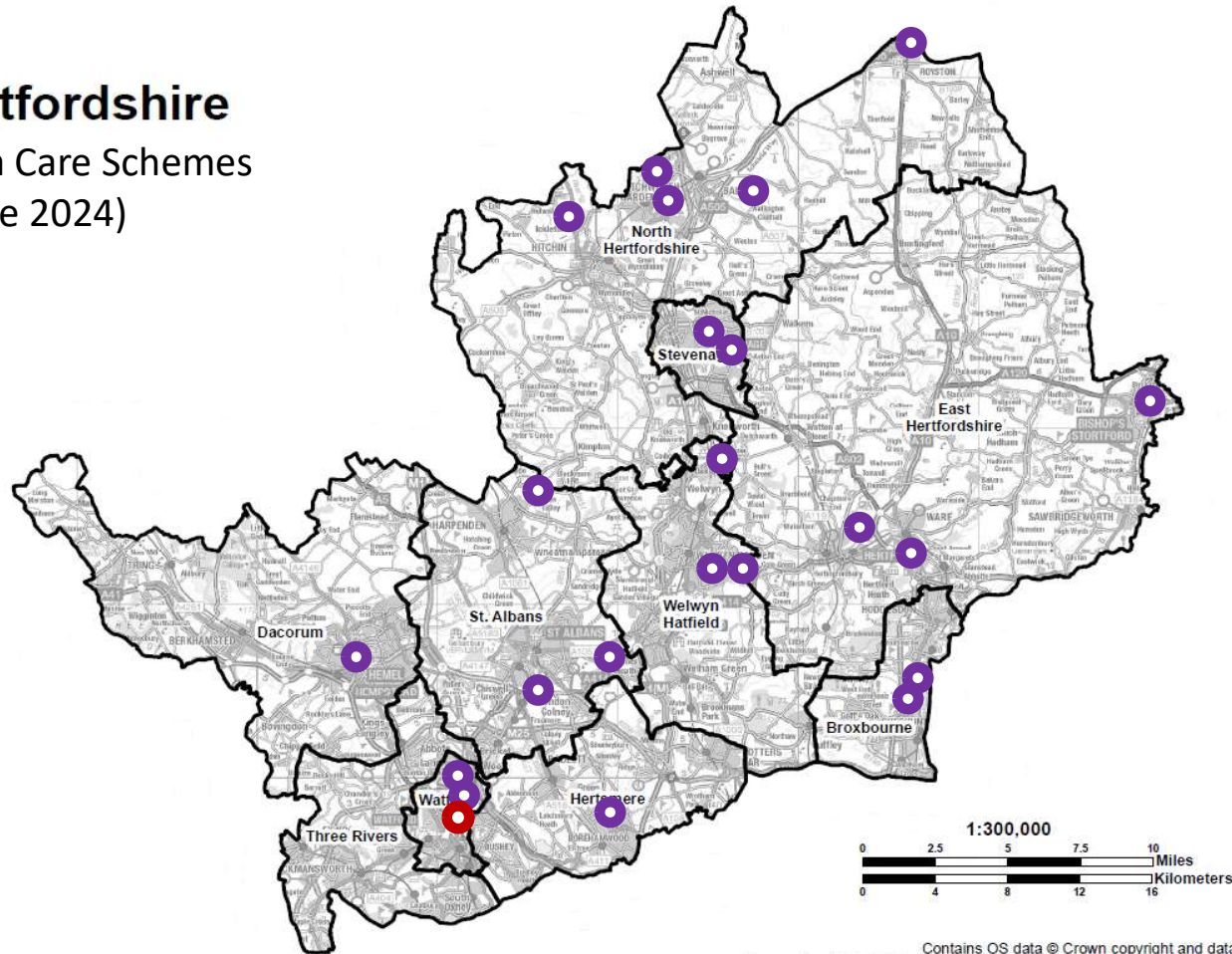


What is Extra Care?

- Offers people the opportunity to live in the privacy of their own flat within an Extra Care scheme with access to on-site care provision. Depending on the needs of the residents, care may be delivered through:
 - 24-hour on-site support to include sleep-in night arrangements;
 - on-site care 7am-10pm with an out of hours service supporting outside these hours; or
 - on-site hours during specific periods during the day with out of hours service supporting outside these periods.
- Tenancy and service charge arrangements are made between each resident and the responsible housing provider. The housing provider is responsible for all property matters, and any activities within the scheme. New applicants are reviewed by an Extra Care panel which includes the housing provider, care provider and the Council.
- Access is limited to adults aged 50/55 and over who are ordinarily resident and living in Hertfordshire and have been assessed to meet the Council's eligibility criteria for unmet needs.

Current Extra Care Schemes

Hertfordshire Extra Care Schemes (June 2024)



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Current Extra Care Model

- One provider delivers the care for all schemes in that district/borough.
- Care is paid for on a block hours basis including 20% flex hours to enable the provider to respond quickly to people's changing needs. Commissioning review block hours monthly and adjust as necessary.
- The majority of schemes are supported by sleep in night care (10pm-7am). This is paid as waking nights in the exceptional circumstance that staff are disturbed in the night.
- Care is commissioned for each person on a banded basis in line with the Council's charging policy – low = up to 3 hours, medium = over 3-10 hours, high = over 10 hours per week aiming for an even split between the 3 bands.
- Allocations into the schemes are conducted via a monthly panel comprising of the housing provider, care provider and HCC.

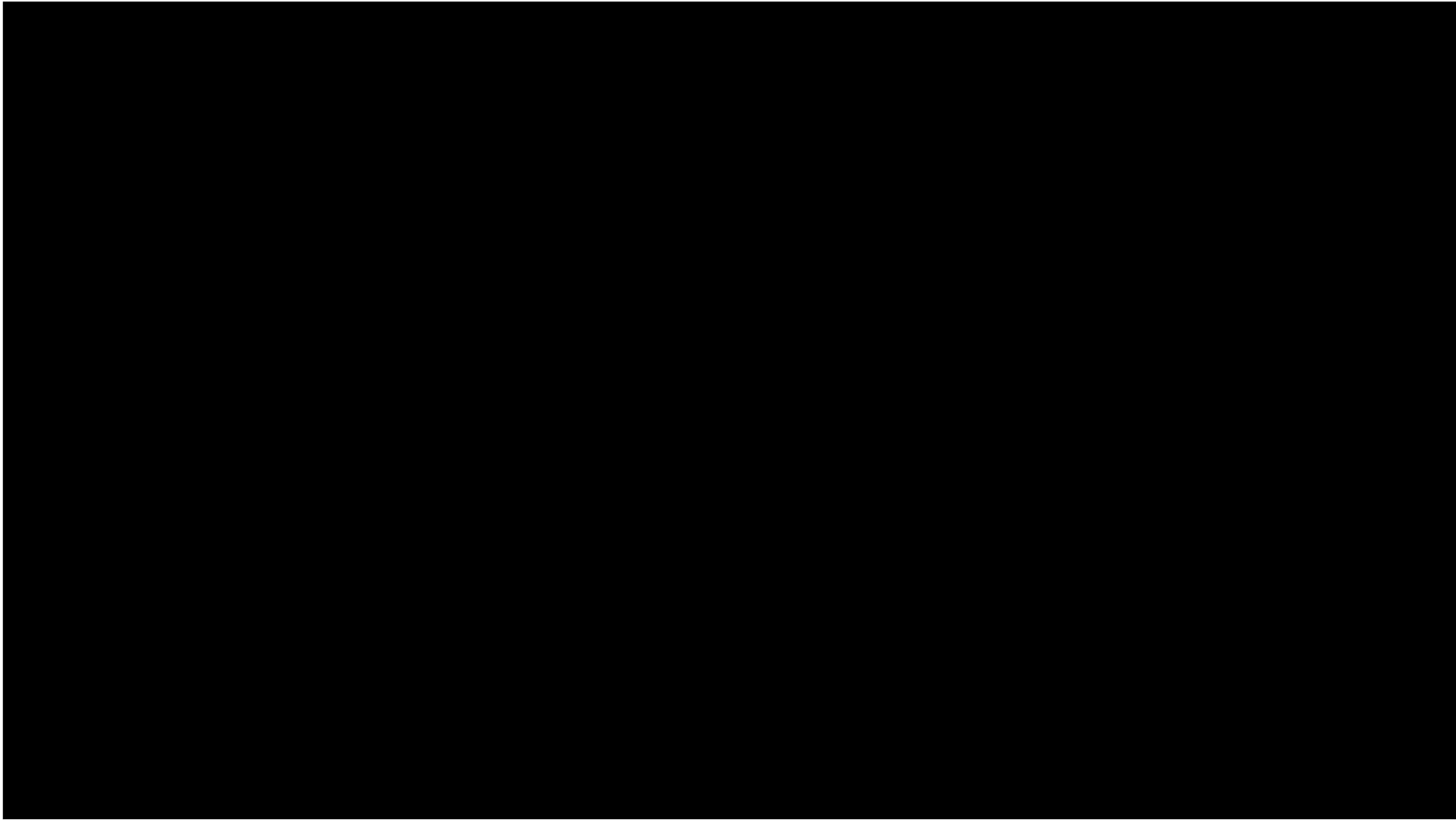
Connected Lives

Connected Lives is the model for social care in Hertfordshire, placing emphasis on prevention, enablement and community opportunities, connecting people to real lives so they can live independently, thinking beyond just 'good care' to focus on what people want to get out of life.

- What will help people manage their own lives?
- Reignite the strength in people so they can be more independent
- Taking risks is something we all do to make life better and achieve goals, this must happen in care too
- Support people to be more in control
- Support people to choose how and what they want to achieve
- Care should make lives better, not restrict and disable

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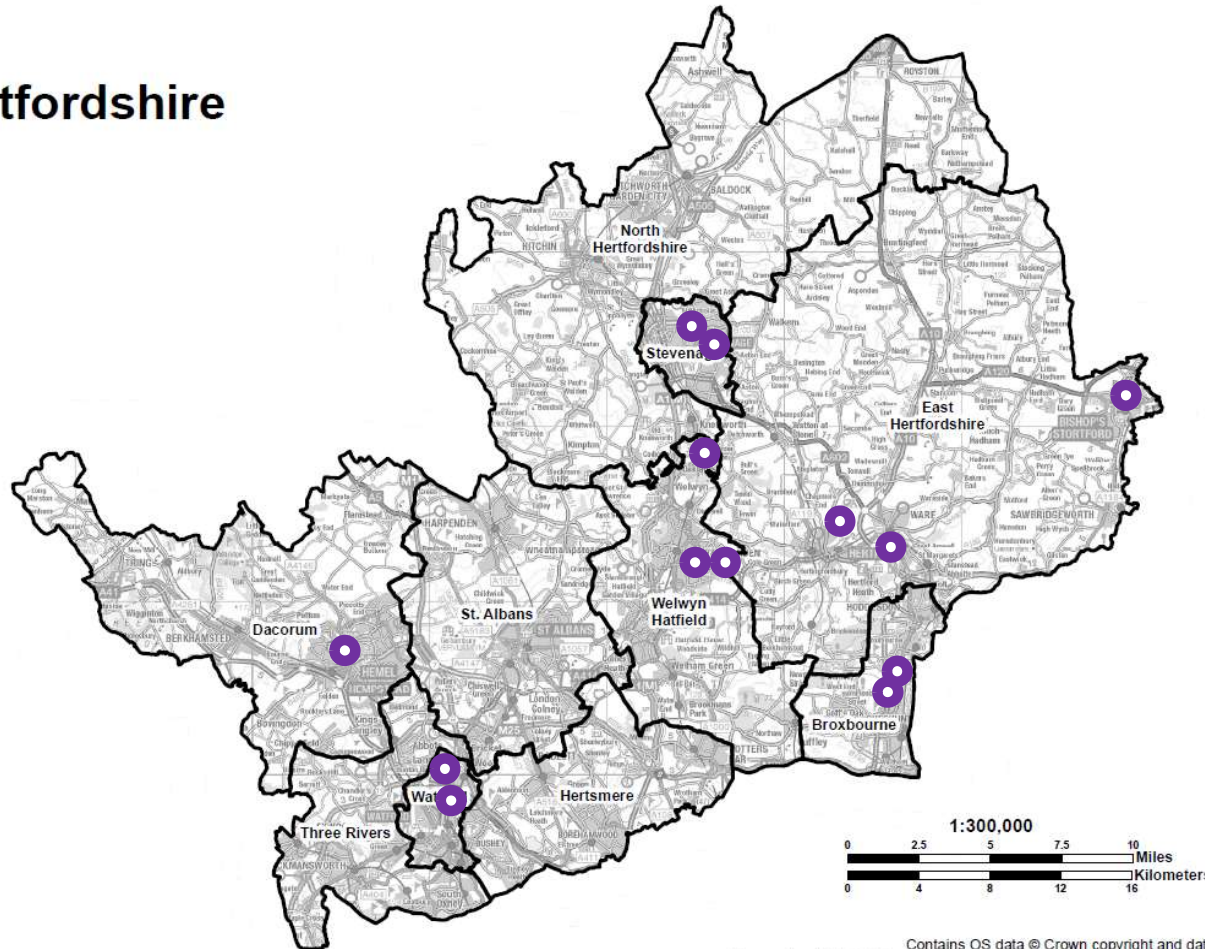


Care & Support

- People's care & support needs are identified and agreed through their Connected Lives assessment.
- Agree a weekly sum of hours required to meet that person's needs, along with a suggested plan of how we would anticipate those hours to be rostered, including information about fixed time calls, preferences, spacing of care visits.
- The Provider and the person in receipt of care and support will co-produce how the care package will be delivered to meet these outcomes, developing a responsive and flexible approach which maximises independence, health and wellbeing and support people to maintain close links with their communities.

Extra Care Services Tender 2024

Hertfordshire



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Commissioning Proposal

- Current contracts expire 31 March 2025
- Proposing to offer contracts for 3 years from 1 April 2025, with the option to extend for a further 2 years
- Considering the number of lots we will offer – at the current time services are contracted by district/borough, we may take a varied approach grouping some schemes but offering others individually eg:

East Herts	Parkside	Bishops Stortford
	Calton Court	Hertford
	Bircherley Court	Hertford

- Offering smaller lots would enable a wider variety of providers to bid, bearing in mind the turnover threshold to bid is planned to be 1.5 times the annual value of the contract.
- Proposing a maximum price per hour of £22.59. The price for sleep ins is £98.65.
- KPIs – 4 weekly reporting on utilisation, including how the flex hours are used.

Extra Care Model

- Care to continue to be paid for on a block hours arrangement with the aim that one provider delivers all care in the scheme – covers core hours (how many hours are needed to meet the commissioned care needs of the people living in the scheme) plus flex hours to enable the provider to respond quickly to people's changing needs, provide short-term reablement support, prevent admissions to hospital and support discharges. Providers will need to be able to scale up and scale down depending on the needs of the current residents.
- Sleep in nights to continue as currently commissioned (10pm-7am), paid as waking nights when staff are disturbed. The provider will need to be able to flex between the two arrangements.
- Care will continue to be commissioned for each person on a banded basis in line with the Council's charging policy – low = up to 3 hours, medium = over 3-10 hours, high = over 10 hours per week. This may be reviewed during the life of the contract and moved to a homecare charging model.
- The care provider would be able to offer additional services on a private basis e.g. shopping, domestic support, companionship, accompaniment.

Proposed Hours & Turnover Thresholds

District/Borough	Scheme	Number of HCC commissioned residents	Core Hours (per 4 week invoice period)	Block Hours (per 4 week invoice period)	Annual Value (based on £22.59)	Annual Value (inc sleep ins)	Turnover threshold	Turnover threshold by district / borough
Broxbourne	Emmanuel Lodge	26	917	1009	£296,313	£332,222	£498,332	£913,850
	Wormley Court	23	746	821	£241,103	£277,012	£415,518	
Dacorum	Evelyn Sharp House	20	487	535	£157,113	£193,022	£289,533	£289,533
East Herts	Bircherley Court	30	1634	1797	£527,725	£599,543	£899,315	£1,835,631
	Calton Court	23	1172	1289	£378,541	£414,449	£621,674	
	Parkside	12	538	592	£173,853	£209,761	£314,642	
Stevenage	Fred Millard	32	1089	1195	£350,936	£350,936	£526,403	£1,335,413
	Silkin Court	38	1448	1592	£467,523	£539,340	£809,010	
Watford	Dale Court	13	326	359	£105,428	£141,336	£212,004	£667,608
	Rutland Lodge	16	829	912	£267,827	£303,736	£455,603	
Welwyn Hatfield	Chilton Green	13	668	735	£215,847	£251,756	£377,634	£932,032
	Swanfield Court	6	247	420	£123,341	£159,250	£238,875	
	Woodside House	16	540	594	£174,440	£210,349	£315,523	

E-Tendering portal (In-Tend)

www.supplyhertfordshire.uk

SUPPLY Hertfordshire

Home Suppliers Contact us

LOGIN or REGISTER

Welcome to Supply Hertfordshire's E-Tendering System

Supply Hertfordshire was established in 2003 by the County and District Councils in Hertfordshire to look at the potential for joint working in procurement and partnership projects. Since then a number of shared working arrangements and contracts have been developed delivering a range of benefits to the participating organisations of Supply Hertfordshire.

All Opportunities

Details of current and future tender opportunities

Partners

Hertfordshire County Council
 Stevenage Borough Council
 Broxbourne Borough Council
 Hertsmere Borough
 North Herts District Council
 Dacorum Borough Council
 Welwyn Hatfield Borough
 Lee Valley Regional Park Authority
 Watford Borough Council
 St Albans City & District Council
 East Herts District Council
 Three Rivers District Council

In particular Supply Hertfordshire is striving to :

- Manage a range of joint projects to deliver a greater understanding and improvements to the procurement processes across Hertfordshire.
- Improve information for suppliers and to streamline the tendering process through harmonising requirements and the use of a shared website.
- Improve supplier relationships and attainment of strategic service delivery outcomes across the region.
- Improve procurement service levels to the differing business areas and Councils across the region.
- Share best practice and knowledge in procurement and to mutually support the work and professional development of Buyers within Hertfordshire.
- Encourage Hertfordshire businesses to tender for public sector contracts in Hertfordshire.
- Represent procurement within Hertfordshire at local and national levels whilst maintaining close

Logos of participating councils: Hertfordshire, Stevenage Borough Council, Three Rivers District Council, Lee Valley Regional Park Authority, Watford Borough Council, Dacorum Borough Council, St Albans City & District Council, Welwyn Hatfield Borough Council, North Hertfordshire District Council, Hertsmere, East Herts Council, Borough of Broxbourne.

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Procurement approach

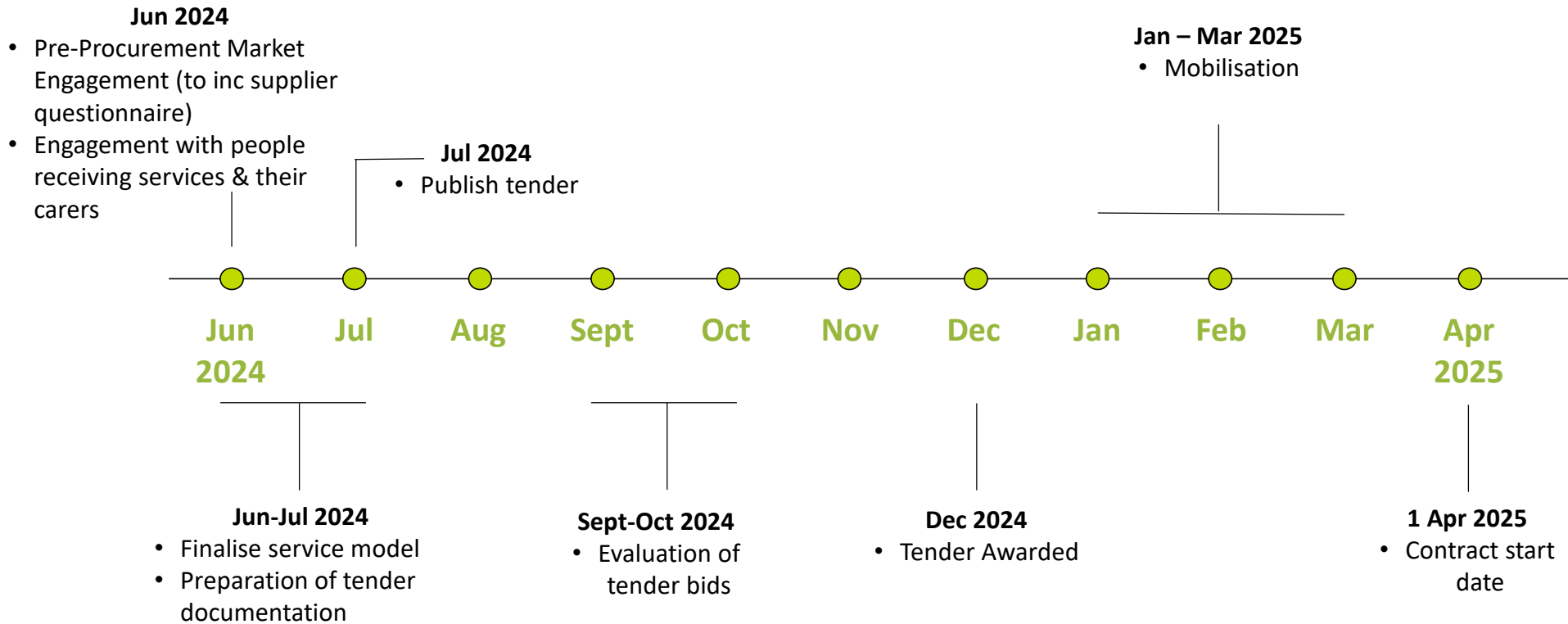
- One stage process through Intend
- Stage 1/2 requirements will be pass/fail
- Mandatory requirements – registered and operational for 2 years, CQC rated Good
- Case study – to demonstrate ability to work in line with Connected Lives and provide enabling care
- Price – weighted 30% of overall score
- Quality questions – evaluated and scored by panel, weighted 70% of overall score
- Demonstrate local knowledge, signposting and links to community resources
- TUPE will apply

Score	Rating	Criteria for awarding points
0	Unacceptable	Does not meet any of the Council's requirements
1	Weak	Falls significantly short of meeting the Council's requirements
2	Poor	Falls slightly short of meeting the Council's requirements
3	Satisfactory	Satisfactorily meets the Council's requirements and is supported by clear evidence
4	Good	Slightly exceeds requirements and will bring some added value/benefit to the Council
5	Outstanding	Considerably exceeds requirements and will bring significant added value/ benefit to the Council

Key tips when bidding for contract opportunities

- Ensure you fully **understand the Council's requirements** and the evaluation methodology (i.e. service specification, evaluation criteria and weight allocations, terms and conditions); this should influence time and effort in preparation of your responses - clarify if in doubt! **Use the clarification period wisely i.e. raise all questions no matter what nature early**
- Make sure you **answer the questions asked** and match your responses to the requirements of the service specification and pre-determined criteria
- **Be clear, compliant and concise** throughout your proposal; clearly communicate how you will meet the requirements of the services specification and perform the contract - **Evidence**
- **Proposed methodology**: clearly show who (e.g. brief CVs) does what, why, when, how and benefits from the Council's perspective – illustrate with diagrams where appropriate
- Have someone else **review your proposal before you submit it** for evaluation (to make sure it makes sense to them)
- Ensure you **allow plenty of time** to upload your proposal – avoid last minute submissions
- **Offer innovation and demonstrate added value** (e.g. identify and demonstrate clearly your capability and the innovation of your offer (USP))

Timeline



Breakout Groups Discussion Points

- Tendering model by district/borough v by individual schemes, or a mixture of both – would some schemes be too small to tender as individual lots (eg those supporting 6-13 people) – what are the pros and cons of either approach?
- Block hours arrangement – is there another payment model we should consider or is block hours the preferred arrangement?
- Pricing – max £22.59 per hour, can you pay above minimum wage at this level? What is your view of scoring based on care worker pay rates?
- Mandatory requirements – minimum registration period, CQC rating – are there other mandatory requirements we should consider?
- Is there anything that would stop you bidding?