

Tennyson Court – Extra Care and LD Supported Accommodation

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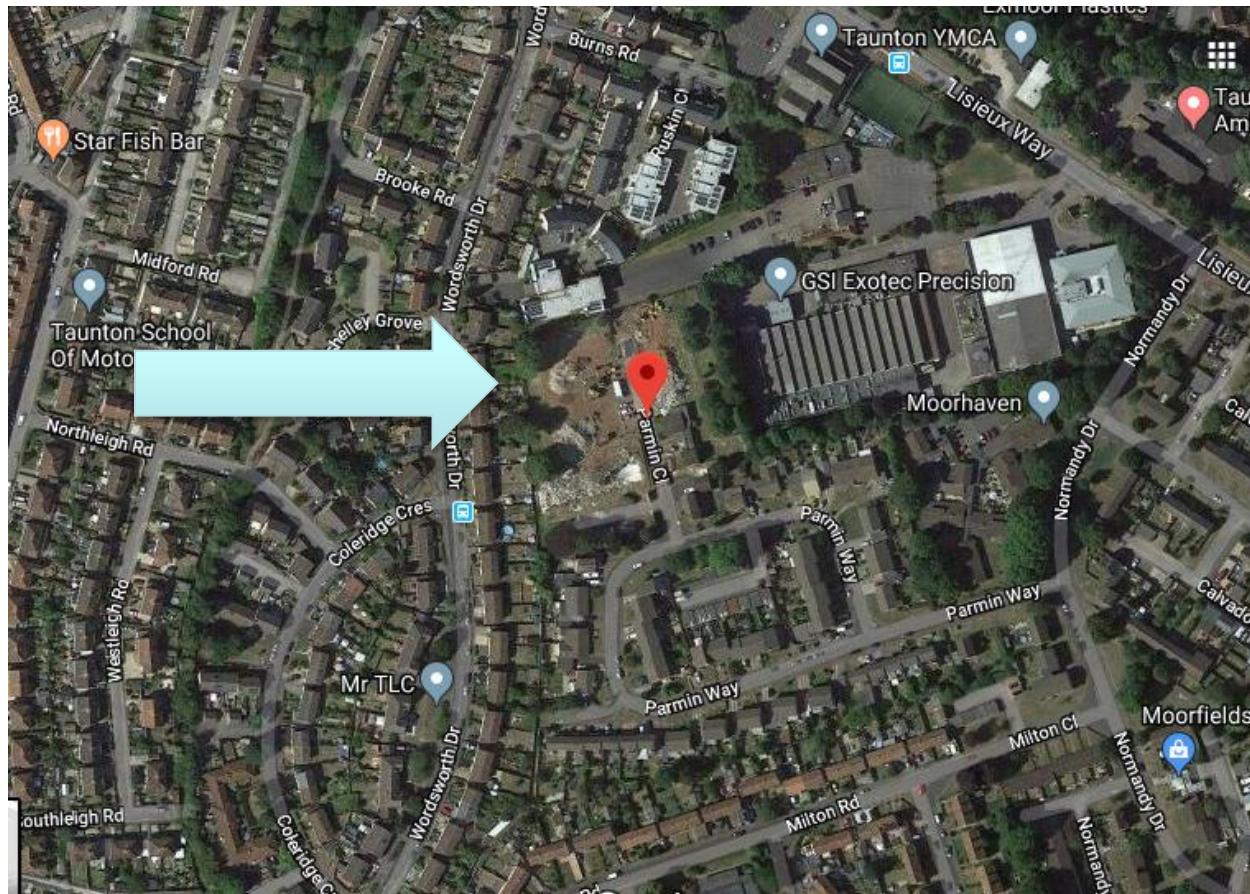
Agenda for today

- Basic information for the scheme
 - ECH information
 - LD Information
- Procurement Information
 - Comfort Break
- Question's and Answers

Basic Information

- Extra Care Scheme and LD Supported Accommodation on the same site
- Collective name of “Tennyson Court”
- Located in Parmin Way, Taunton
- Well located on the edge of main county town
- Tender is in two lots, for the provision of care and support

Where is it?



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Where is it?



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Basic Information cont'd

- Each scheme will have three separate care components
 - Core (background) staffing which can also be used for part of people's packages of care
 - Assessed (individual) which will make up the specific 1:1 individual needs of people
 - Night time provision
- It is expected that the core provider will be responsible for the majority of the assessed care, although people will be given choice over their provider (indication is over 95% will be taken up by core provider)

Basic Information cont'd

- Assistive technology build in / hardwired in the scheme (Both)
- Call system, door entry, hub for additional sensors / alerts
- Should be the basis of supporting good care delivery
- Useful as a tool to promote independence

Basic Information cont'd

- Each 1 flat will be approx. 50 – 55 m² (600sqft in old money)
- Wet rooms in all flats
- Fully equipped kitchens
- Flooring to be provided.
- Individual meters for flats

Allocation

- Will be through a joint allocation process
- Care provider(s) to be part of these at the earliest opportunity
- Phased opening and move in
- Ideally looking for a balance on need in both schemes
Low/Medium/High
- Re-lets will be through joint allocation

Tennyson Court ECH

Work on site started late 2016 and the Scheme is due to open Summer 2018.

The key partners involved in the development of the Project are:

- Knightstone (Registered Provider)
- Somerset County Council, Adult Social Care
- Taunton Deane Borough Council
- NHS England

Aims of the service

Care and support services will enable people living in Extra Care Housing in Somerset to maintain and often improve their independence and wellbeing whilst maintaining their tenancy, and will prevent admission into more acute social care and health services.

Care and Support

- The Care and Support Provider will provide “assistance to dine” where lunch is provided;
- The Care and Support Provider will work in partnership with the Housing Provider, who is expected to have a presence on site.
- Needs to be responsive and “own” the scheme for the purposes of care.

Housing Related Support

- Available for all ECH tenants;
- The Care and Support Provider will provide the housing related support function
- Will include:
 - a daily welfare check to ensure the wellbeing of all tenants;
 - advice on maintaining their independence within their accommodation;
 - reviewing the safety and security of all tenants.

Crisis and Urgent Response

- the Care and Support Provider will provide a crisis and urgent response service which will respond within 30 minutes to the needs of an individual in an emergency .
- the service will be available 24/7, 365/366 days per year to all tenants;

Assessed Care

- The Care and Support Provider will deliver personal care and support for ECH tenants who meet the Care Act criteria for funded support;
- Commissioned in units of time initially but this will change as SCC services move towards outcomes based commissioning.

Information about the building

- 64 Flats – 54 of which are for social rent, 10 for joint ownership
- 10 are outside of care contract, but residents may choose to purchase care
- Very large lounge, café/bistro/restaurant area, entrance lobby, therapy room, fully accessible bathroom, dementia friendly garden, staff office and sleep in area
- No rent for care suite

Artists impression



Cafe/Pop Up Shop Corridor



Entrance



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Artists Impression



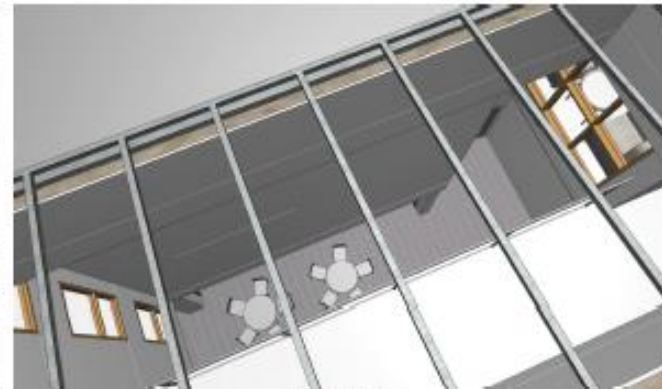
Lounge looking in from side of Cafe



Lounge looking in from Cafe



Cafe looking in from lounge area



View looking in from all sides

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Tennyson Court – LD Block

- 10 flats – 8x 1 bed, 2x 2 bed
- Staff office and sleep in room
- Communal lounge / kitchen, garden, staff office and sleep in room
- Separate entirely from the ECH block
- Can access the ECH block (lunches or otherwise?)

Tennyson Court - LD

Work on site started Late 2016 and the Scheme is due to open in Summer 2018

The key partners involved in the development of the Project are:

- Knightstone(Registered Provider)
- Somerset County Council, Adult Social Care and Taunton Dean Borough Council

Who is it designed for?

- Offers increased choice of accommodation options for people with a learning disability who have care and support needs. Also has 2 flats that has been designed to be accessible to someone who is a full-time wheel chair user
- Clients will be eligible to receive SCC Adult Social Care services and care act eligible.
- Enable people to move on from residential care, providing opportunities for people to benefit from living in a more independent environment
- Provide people at risk of entering residential care, with a alternative supported housing option
- Priority to people with an Local Connection to Taunton Dean Borough Council

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Care and Support Model

An **onsite** 24/7 'care and support' service will operate at both sites

This support will be delivered by a registered CQC (Care Quality Commission) provider and include access to:

- Personal care, general support and housing support delivered at agreed times during the day, in accordance with an individuals support plan
- Support and assistance with medication
- Prompt support interventions (as required in an emergency)

Care and Support model

- Clients will be expected to pay for the Core Support charge out of their personal budget entitlement and will sign a Core Service Charge Agreement (legal agreement) alongside the tenancy
- Just enough support; the care and support provider should promote independence and independent living, thereby reducing dependence on paid care and support wherever possible and supporting clients to achieve identified outcomes

Core Care and Support hours

- The contract will be for the provision of a minimum of **105 Core Hours** of care and support per week to be used across all tenants:
- This will be supported by a night support worker or workers, dependent on the level of need of the final mix of clients.
- Additional hours of care and support will be purchased by individuals / commissioned on their behalf

Additional Hours of Support

- Tenant will be able to purchase additional hours of care and support, in line with their assessed needs and personal budgets
- It is expected that most clients will choose the Core Provider for their additional hours
- Clients may choose to purchase additional services from other care and support providers

Information about the building

- 4 ground floor flats, 6 first floor flats
- Staff office / sleep in room on the ground floor
- Ground floor communal kitchen, dining and living space

Information about the building

- Lift and stair access to all floors
- Door entry system – Assistive tech throughout
- Well located, accessible accommodation close to shops and transport routes

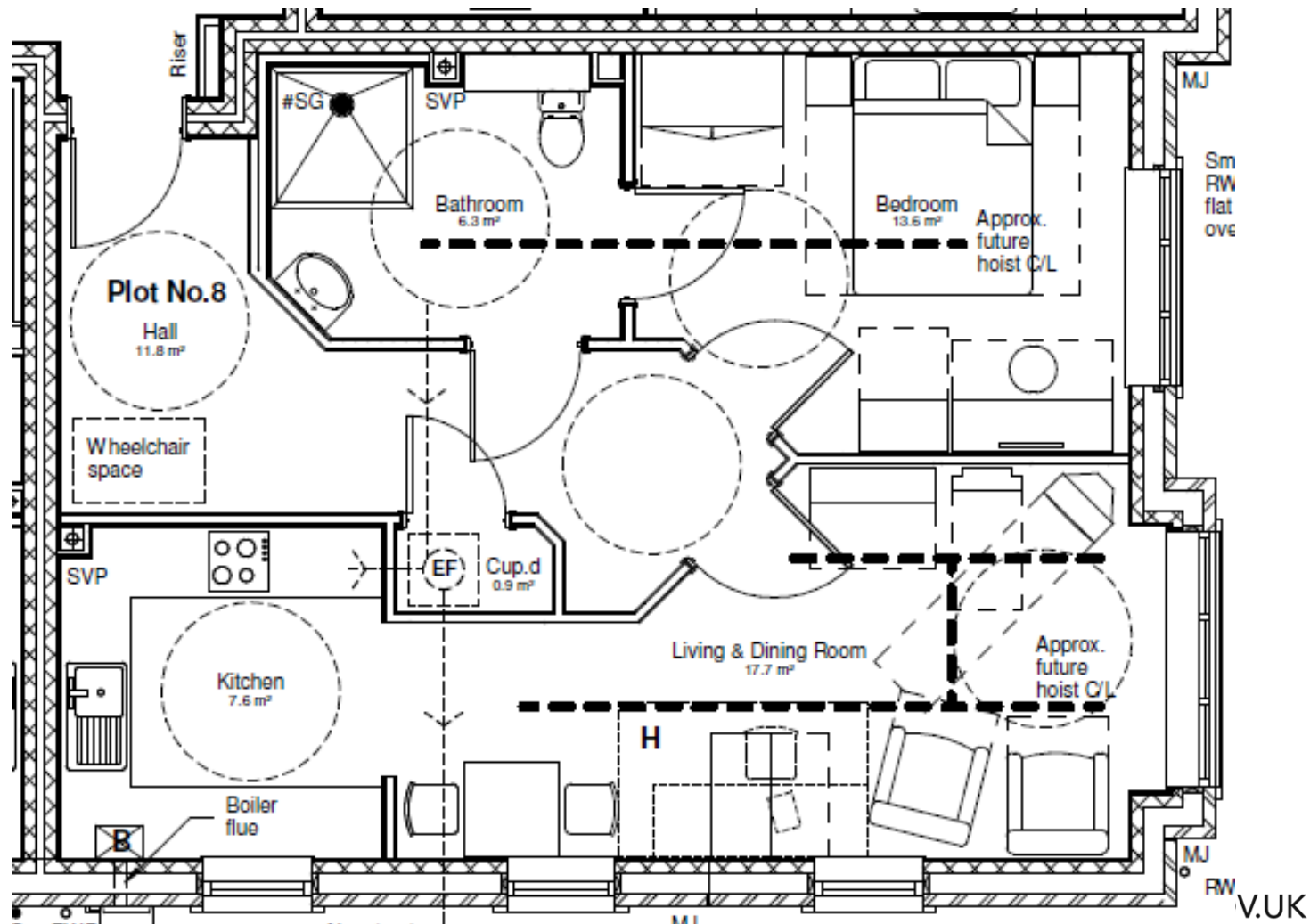
Flats

- 8 one bedroom flats built to General Needs Housing Standards and Life Time Homes Standards
- 2 two bedroom flats, built as above
- All flats have a bedroom(s), bathroom/WC, open-plan living/dining/kitchen space and hallway with store cupboard.
- Flooring will be carpet with impervious backing and slip resistant vinyl in kitchen and bathroom.
- Bathrooms will have walk in shower facilities

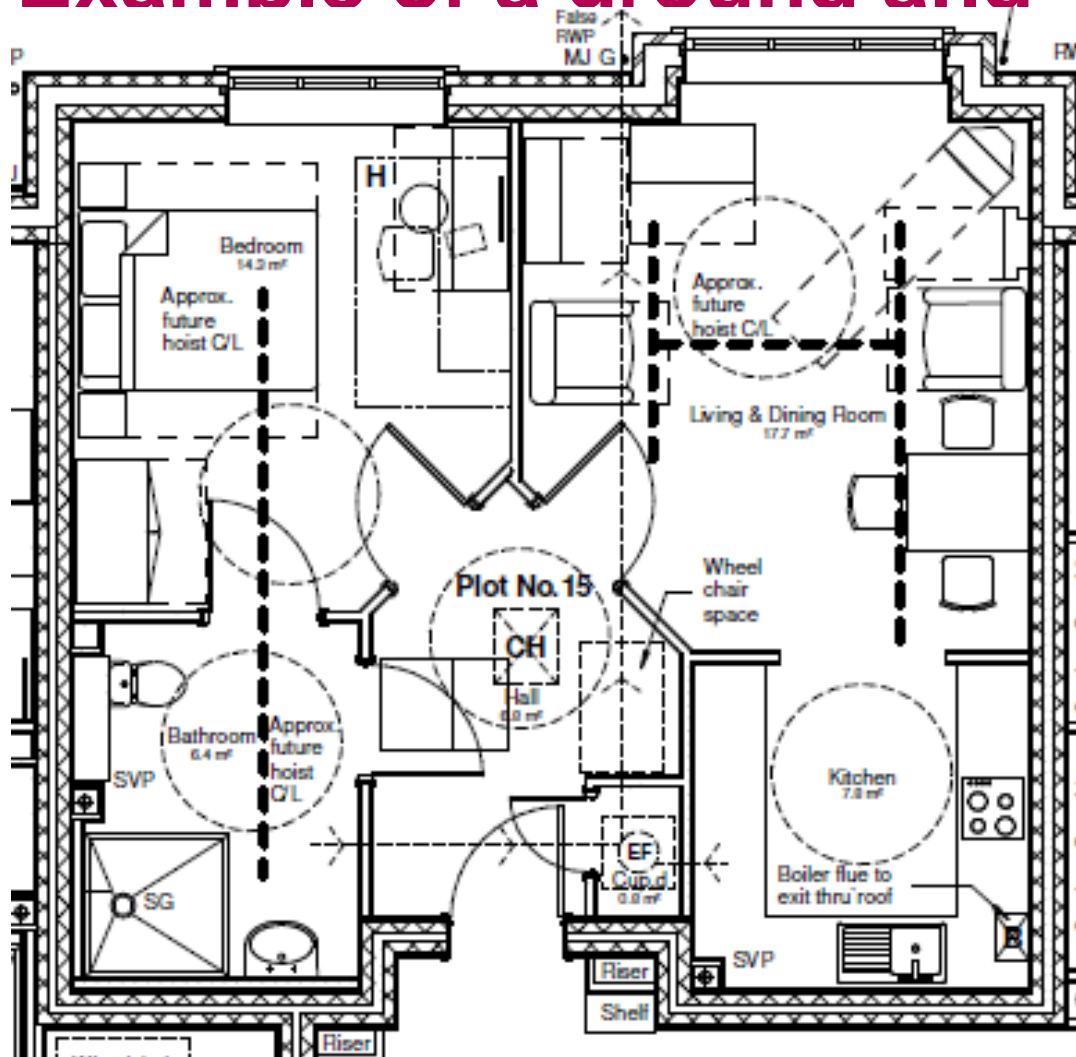
Staff Office & Communal Facilities

- Main office area which can also be used as a sleep in room
- Staff toilet and shower facilities
- Broadband and phone lines will be installed, but not connected
- Kitchen/dining/living space
- Flooring will be slip resistant wood effect vinyl throughout

Example of a ground and 1st floor flat



Example of a ground and 1st floor flat



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Generic elements

- The next sections are common to both schemes

Housing Management

- All clients will be offered Probationary Tenancies for the first 12 months, which will then revert to Assured Tenancies thereafter.
- Knightstone will provide standard housing management service from its area office, with a local Knightstone contact for emergencies / on site.
- A Service Level Agreement with define roles and responsibilities between the Care and Support Provider and the Registered Provider and a License to Occupy will be agreed regarding use of staff office.
- The Care and Support Provider will be required to develop a Fire protocol for the scheme, within the parameters of the systems operation.

Other information

- Following is relevant to both schemes
- Is recognised that timescales are challenging
- Support and help will be offered from Somerset CC
- Individuals for both schemes are already being identified

Mobilisation pre Contract

- Commit resources to undertake a provider assessment of all proposed clients during allocations
- Meet with partners agencies to develop a mobilisation plan
- Have a complement of staff to run the 24/7 provision in post from the outset of the contract, in line with the phased opening approach

Mobilisation pre Contract

- Facilitate Tenancy Sign up for all clients within the first 8 -12 weeks of the scheme opening in partnership with Knightstone (ECH)
 - 6 weeks for LD scheme
- Use staff resources to provide practical assistance to support clients moves in to the scheme
- Establish a recording system which supports the invoice and payment process in accordance with Somerset County Council systems

Phased opening approach

- Both schemes will open in a phased manner
- Doing this allows the care and support provider to be part of the allocation decision making process
- This also allows providers to build staffing teams in line with clients entering the scheme

Allocation of flats

- A multi party allocation panel will be in place (SCC, link to District Council, Landlord) before the care and support provider is appointed.
- Care and support provider will be part of the decision review meeting and subsequent allocation panels

Procurement Information and Advice

Leanne LeMoucheux, Service Manager - Adults
Commercial and Procurement

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Contract Opportunity

The contracts will apply to the geographic area covered by Somerset County Council.

- **Start date:** 1st June 2018; **End date:** 31st May 2023;
- **Extension:** Two further periods of up to 12 months
- Full specification is in the tender pack
- **TUPE** should not apply. SCC will collate and send out if there is any TUPE information from incumbent Care Providers. SCC offers no warranty as to the completeness or accuracy of the TUPE information. Bidders must carry out their own enquiries - it is the Bidder's responsibility to obtain information regarding TUPE implications from the incumbent providers.

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Procurement Process

- The procurement will be run under the Light Touch Regime (PCR 2015)
- It will be run as a two Stage Process:

SELECTION (Stage One)

- Providers will be required to complete the 'Selection Questionnaire'
- This consists of a number of self certifying questions about the company e.g. financial accounts, bankruptcy, fraud etc.
- There will also be 3 or 4 questions to complete which are centred around the providers previous experience.
- Providers will be shortlisted after this stage.

AWARD (Stage Two)

- The providers who are taken through to the Award stage will then be required to complete the Quality Questions and Financial Schedule for the contract.

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Timeline (indicative)

Selection (Stage One) Launch w/c 8th January 2018

Selection (Stage One) deadline 29th January 2018

Award (Stage Two) Launch 12th February 2018

Award (Stage Two) Deadline 5th March 2018

Notification of Contract Award 5th April 2018

Contract start date 1st June 2018

Please note that the above timescales are indicative,
Somerset County Council reserves the right to change the above timetable
and Applicants will be notified accordingly where there is a change in the timetable.

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Procurement Principles

- Fair, open and transparent process;
- All types of organisations are invited to apply;
- SCC will conduct any procurement process in accordance with the Public Contracts Regulations 2015. Any tender would fall within Schedule 3 of the Regulations (Social and Other Specific Services) and would be run under the Light Touch Regime;
- Commercial and Procurement will facilitate the process;
- Deadlines are non-negotiable.

Do...

- register your organisation on www.supplyingthesouthwest.org.uk
- register your interest against the contract:

‘Invitation to Tender for the Provision of Care and Support in Extra Care Housing Schemes and Learning Disability Supported Living Accommodation in Somerset’

CPV code 85000000

- use the Supplier’s Guides to ProContract for help;
- use the Due North IT Helpdesk for technical support;
- read and follow carefully the instructions in the tender documents;
- post questions you may have on ProContract early;
- submit your bid before the deadline.

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Don't...

- forget your ProContract username and password (add multiple contacts to your account);
- contact **ANY** member of Somerset County Council (other than the Commercial and Procurement team) regarding this tender without seeking permission first;
- post a question any later than 7 days before the deadline;
- include marketing material or other appendices that are not relevant to a question without being asked;
- email or post your submission;
- make a late submission!

Questions and Answers

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