**Care and Support at Home in Cornwall**

**Market Engagement Opportunity**

**Cornwall Council**

**People Commissioning**

**23 March 2023**

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Introduction

Cornwall Council (the Council) is seeking to engage with the home care market to gain an understanding of the capacity to work with us on the Care and Support at Home Services within Cornwall (also known as Home Care or Domiciliary Care).

The Council is committed to ensuring people have access to the right support in the right place at the right time, with a view to achieving the outcome of vibrant, safe and supportive communities. We want to improve the lives of people living in Cornwall by commissioning services that promote the wellbeing and quality of life of our residents.

The current home care and supportive lifestyles contract commenced in 2018 and ends on the 6th of June 2024. The Council would like to understand the current challenges and opportunities, to help make the future service the right service.

The Council’s aim is to move to an outcome focussed service, giving our residents more flexibility. We want to work with relevant stakeholders to create a new specification that is flexible and can be responsive to the changing needs of those people who use these services. We understand that to maximise independence and optimise the capacity we have available to us some of our current processes and approaches will need to change. We would like to achieve this through ongoing engagement with you.

During 2023-24 Cornwall Council will be working with all key people and organisations on the co-design of our future approach to care and support at home. We would like to work in partnership with the local and national Home Care market to understand the challenges and opportunities we have in Cornwall to ensure the best possible access to good quality services for our residents.

In order to ensure the Council has the best possible response from people who use and provide our care and support at home services, there will be a number of different ways for you to share your views with us over the coming months.

There are several key lines of enquiry we would like to explore during the engagement process to aid better understanding of the barriers experienced in accessing, using and providing services and to work together to find creative solutions. To facilitate this, topic-specific sessions will be arranged with key stakeholders, which will be refined and expanded based on feedback received through the various forums.

This will include:

* Two, half-day conferences for key people and organisations
* Face to face and virtual meetings with people and organisations
* An online survey via [*Let's Talk Cornwall*](https://letstalk.cornwall.gov.uk/) where you can read about how our proposals are developing and respond in your own time in the comfort of your own home or office.
* A Soft Market Test (see Appendix 1 below)

This is not a call for competition. As such, any future procurement process will be compliant with the Public Contract Regulations (2015 (updated 2016)). This includes, but is not limited to, advertising and fair treatment of economic operators regardless of their involvement in this Market Engagement.

The issuing of this document and the carrying out of this market engagement does not commit the Council to commencing any related procurement process or to a single means of procurement. In case of an unsatisfactory level of competition in the market able to fulfil the Council’s requirements, the Council reserves the right to take appropriate action necessary in line with the PCR 15 to ensure continuity of service provision.

The Council will launch the engagement with two half day conferences for key stakeholders. For dates and venues please see below.

Conference venues and times

As part of the engagement, we will be holding two stakeholder conferences. Please could you indicate whether you are interested in attending one of the engagement conferences as listed below. Please [go here](https://www.cornwall.gov.uk/CareAtHomeSessions) to book your place and only book for one of the conferences so that we can accommodate as diverse an audience as possible.

|  |  |
| --- | --- |
| Victoria Offices  Station Approach, Victoria, Saint Austell PL26 8LG | 5 April 2023  10 am until 2 pm |
| Heartlands Cornwall  Robinson's Shaft, Dudnance Ln, Pool, Redruth TR15 3QY | 20 April 2023  10 am until 2pm |

Topic-specific Workshops

It is important for us to understand the current challenges that you are facing in the provision of care and support at home. As a result, we have spoken with providers who have guided us in creating the topics for our focussed workshops.

We would like to invite you to join us in exploring what the issues are, and what factors we need to consider in our planning for the recommissioning and procurement of care and support at home and where we have opportunities to develop and grow and to make best use of the resources, we have available to us in Cornwall. We are proposing to hold these sessions virtually so that as many people as possible can attend. If you want to attend any of these sessions, please [go here](https://www.cornwall.gov.uk/CareAtHomeSessions) to book your place.

Please see below for details of the sessions on offer:

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| --- | --- | --- | --- |
| Please note: all workshops will be taking place via ‘teams’ and a link is available under each section. Please [go here](https://www.cornwall.gov.uk/CareAtHomeSessions) to book your place for any of these sessions. | | | |
| Date | Time | Workshop Title | Description |
| 11 April 2023 | 10 – 12.30 | Capacity Optimisation Strategies | To consider all options for capacity optimisation including the use of artificial intelligence software. |
| 14 April 2023 | 9 – 11.30 am | Our approach to place based geographical zoning | To move from a centralised commissioning approach to a locality-based zone approach.  The development of a vibrant cx provider market |
| 21 April 2023 | 2 – 4.30pm | Opportunities to reduce carbon emissions | To include requirements relating to the Council’s ambition to reduce carbon emissions by 15% year on year. |
| 25 April 2023 | 10 – 12.30 pm | Our approach to the contracting methodology including lead/sub-contracting and our options for risk and gain share | To reduce the number of home care providers the Council works with directly, using a lead/subcontracting approach, with a longer contract term and a rationalised approach to the cost of overheads for commissioners |
| 3 May 2023 | 2 – 4pm | Provider of last resort functions both strategic and operational | To redesign the strategic provider of last resort function and to reassign the operational provider of last resort function to the lead provider for each zone. The strategic provider of last resort function will be awarded through the Councils IDA process. Home care business as usual will be transferred to the zone rate for the external market. |
| 4 May 2023 | 2 – 4.30pm | Workforce strategy | To continue to attract more people to work in Social Care, using the Proud to Care website and approaches |
| 10 May 2023 | 2 – 4.30pm | Service Specification Co-design |  |
| 11 May 2023 | 10 – 12.30 pm | Contracting Methodology Follow-up | An additional session to further discuss proposed changes to the contracting methodology. |
| 15 May 2023 | 1.30 – 4pm | Open Sessions: Opportunity to feedback on all topics | These are drop-in sessions for providers and other stakeholders to hear feedback from the above workshops and share their own thoughts or ideas on each topic. |

Provider Interviews

If you would like to meet face to face with commissioners to discuss specific themes, challenges and opportunities in a private interview, please can you [express your interest here](https://www.cornwall.gov.uk/CareAtHomeSessions). These interviews may be facilitated by an independent external organisation with representatives from the Council.

Provider Advisory Group

 As part of the development of our home care re-procurement programme, Cornwall Council is looking to launch another phase of engagement for providers via two avenues of engagement:

1. A Provider Advisory Group to support the commissioning team on an ongoing basis around the re-procurement of the home care service; the remit of which is to:

* Explore key areas of the specification and proposed models for delivery
* Discuss and plan an agenda and structure for the associated workshop
* Support in delivery of the workshop, if required, and provide feedback, post workshop

Provider Advisory Group sessions will require a commitment of 4 hours per month.

1. Workshop on Tuesday 6 June 2023, 2pm-4pm

The workshop will comprise of a one-off event that will be open to all providers to attend. This workshop will cover a range of key areas that will support the work of the Provider Advisory Group and commissioners with the effective and efficient re-procurement of the home care service.

Please email Penny Mitchell at [Penny.Mitchell@cornwall.gov.uk](mailto:Penny.Mitchell@cornwall.gov.uk). to request to join the Provider Advisory Group and for details of how to join the workshop.

We will request you to be explicit about if you are already on the Dynamic Purchasing System as DPS providers will have first refusal to join the Provider Advisory Group. If you have expressed an interest to join the Provider Group but have not received an invite, you will be invited to the workshop.

Prepared by:

**Kate Alcock**

Head of Strategic Commissioning – Older People, Physical Disability and Carers

Adult Care and Health Commissioning

18 May 2023

Appendix 1

Market Engagement Activities Expressions of Interest

We would be grateful if you could review and complete a short questionnaire to help inform our understanding of the market and to confirm if this opportunity (if procured in the future) would be of interest to your organisation.

The responses provided in relation to these Questions are to be used solely for the purpose of market engagement. Please email your responses to [adultscommissioning@cornwall.gov.uk](mailto:adultscommissioning@cornwall.gov.uk).

|  |  |
| --- | --- |
| General information | |
| Organisation Name: |  |
| Your Name and position in organisation: |  |
| Background information of your organisation: |  |
| Organisation e-mail contact address: |  |
| Registered address: |  |
| Office address (if different to above): |  |
| Your telephone number: |  |
|  | |
| Contract Specific Questions | |
| Do you currently deliver Care and Support at Home (Home Care/ Domiciliary Care) in Cornwall? | Yes  No |
| How many service users do you support (both Council and Private)? |  |
| Do you currently provide a service funded by Cornwall Council? | Yes  No |
| If no, is there a reason why you do not work with us? |  |
| Is your service CQC registered, if so, what does your registration cover? | Yes  No |
| Please provide details of potential services that you could deliver in relation to Care and Support at Home. |  |
| Do you use an electronic call monitoring system? **If yes**, which system? **If no**, how do you monitor the duration of each visit | Yes  No |
| What do you consider to be the benefits and risks of using an electronical call monitoring system? |  |
| Do you, or would you, use any assistive technology (such as intercoms, flashing devices connected to the doorbell, sensors, memory aids and alarms)? If so, what might that do you use? Are there any limitations? | Yes  No |
| If you use innovative assistive technology, please tell us what this is, what the main functions are and whether you are willing to share your experiences with us. |  |
| If you don’t currently use assistive technologies, what are the reasons why you do not currently? |  |
| Do you have any staff that have undertaken the Trusted Assessor Training? This is training to enable Home Care staff to request community equipment. If no, would you be interested in this training? | Yes  No |
| Please detail any issues concerns you might have on delivering Home Care services in Cornwall. |  |
| If you were Cornwall Council and needed to improve quality and access to capacity whilst creating efficiencies, what three things would you suggest |  |
| 1 | |
| 2 | |
| 3 | |
| What are your ideas for reducing carbon emissions in the provision of care and support at home services? |  |
| What support, if any, would you require from the Council, e.g. lease or purchase of Electric Vehicles to help achieve our carbon reduction plan? |  |
| From an initial assessment, if this became a formal procurement opportunity, would your organisation be interested in applying? Yes/no | Yes  No |
| Would you be interested in discussing the future development of care and support at home with Cornwall Council? | Yes  No |

If you would like this information  
in another format please contact:

**Cornwall Council, County Hall  
Treyew Road, Truro TR1 3AY**

Email: [**comments@cornwall.gov.uk**](mailto:comments@cornwall.gov.uk)

Telephone: **0300 1234 100**

**www.cornwall.gov.uk**