

## DORSET CARE MARKET ENGAGEMENT EVENT – 19 JANUARY 2017

### QUESTIONS FROM PROVIDERS

1. Will clients be able to choose provider (on the framework) based on their choice of focused outcomes?

Providers will be chosen based on a number of criteria combination of factors including:

- Tender
- CQC rating must be a minimum of “adequate”
- No pending enforcement action
- No DCC block on Contract
- Quality Monitoring Team visits
- Response rates to requests
- Number of difficult to provide Care and Support packages delivered
- Number of Care and Support packages handed back
- Reduction in Care and Support packages
- Feedback from locality teams
- Number of complaints
- Number of compliments
- Availability
- Service User Choice

2. Is there any living wage uplift?

We are currently undertaking financial modelling which will take the living wage into account.

3. How do we go about taking forward ideas re: joint working for training, recruitment etc.,

Debbie Reiffer, DCC's Economic & Workforce Development Commissioning Manager, is investigating this including drafting a recruitment and retention strategy.

4. When will there be discussions re: the health funding element, FNC/CHC?

Yes CHC is included in the offering.

5. How/where would assistive technology fit within the Dorset Care framework?

The aim of the framework is to encourage providers to work innovatively to meet Service User outcomes whilst reducing dependency and using assistive technology is a key part of this. We would expect both providers and operational staff to always consider assistive technology solutions as part of the Care and Support planning.

6. Re: Provider forums and engagement of suppliers – how are you going to engage with us? I have lots of ideas!

As part of the Dorset Care recommissioning project, we will be setting up Tender Clarification session in April with providers. In addition, we are planning ongoing market engagement and mobilisation events with providers once the contracts have been awarded.

Debbie Reiffer, DCC's Economic & Workforce Development Commissioning Manager, will also be working closely with suppliers as part of business as usual. Many thanks for your offer and she will be in touch with you regarding your ideas.