

Care and Support in the Home Engagement Event - 30th July 2018

Questions and Answers

	Session	Provider Question	KCC Response
1	AM	Will there be more of an explanation around MOSAIC?	There will be information going out to existing providers in August around MOSAIC and Finestra B2B (the payments service that will replace TDM).
2	AM	Have CQC been involved in the design of the new services especially around care plans etc.?	Not at this point, but going forward we will be looking at working together with CQC, including care plan expectations.
3	AM	Will MOSAIC be replacing ContrOCC?	No final decision has been made regarding this at the moment, it is hoped this may be the case as we understand that it is difficult having several different systems to work to.
4	AM	How much did KCC pay for MOSAIC?	This information is available within the Contracts Register on the Kent Business Portal.
5	AM	How many anticipated contracted providers will there be after the contract has been awarded?	The current number of contracted providers appears to be adequate (23 homecare providers and approximately 40 Community SIS providers) however this is not a fixed number going forward. Providers will be evaluated in terms of quality and price and contracts will be awarded accordingly.
6	AM	There hasn't been much focus so far on prevention, will this be considered?	It is anticipated that KCC will be working towards prevention as part of this tender, especially how we work with health colleagues and local teams.
7	AM	Will there be a grant/bursary scheme for people who want to undertake training?	We hope that some of the money we have already invested in price uplifts for services would go towards staff training. We will not be looking at specific grant/bursary schemes.
8	AM	In-house multi-disciplinary teams are not in scope for the current contract, will they be in scope for this new contract?	This is something we could consider looking at within this contract but there would need to be buy-in from providers. We could also potentially look at including this within one of our pilot schemes.
9	AM	Is there more information about how Direct Payments will be used as not everyone wants to use a care agency to provide their care?	Direct payments are not in scope for this contract. A Direct Payment is a separate contract between the service user and their chosen provider.
10	AM	Is there any further information on Supported Living services?	Letters should have been sent last week to Supported Living providers stating that Supported Living services are out of scope for this tender. Our indicative approach is to roll the current Supported Living contract for another year from April 2019 - March 2020 when this will be looked at.
11	PM	Can you expand on information around short term and long term care workers?	All LD and OPD clients currently receiving our services will still have a named care manager.
12	PM	What is the difference between Supported Living services and SIS services?	Supported Living refers to services with the potential for shared staff support within a property. Community based outreach services/SIS services are more 1:1 support.
13	PM	Can you give more detail with regards to extra care? Will more schemes be built etc.?	Yes, we are looking at further extra care scheme provision 1000 more units (within schemes) across several schemes and we will be looking at sourcing the care support for this.
14	PM	What do you mean by a professionalised workforce?	Expected specific training requirements (The Care Certificate etc) will be outlined within the service specification but we also want to work with providers to design what a professionalised workforce looks like, and how we can encourage and develop career pathways for care workers.

15	PM	How long will the contract be for?	The contract will run for five years with the opportunity for a three year extension.
16	PM	Will the contract be for people from 18 years and upwards?	Yes, the contract will be for service users aged 18+ only.