**Schedule 1- Service Specification**

#### Provision of Linen Hire Services in Derbyshire Adult Care Residential Establishments

#### Reference SSD 17 02



**1. Background**

**1.1 Derbyshire County Council**

1.1.1 Derbyshire County Council is the local authority charged with the provision of:

* Economy, transport and environment
* Education and learning
* Social care (Adult Care and Children and Younger Adults)
* Health and communities (including Public Health)
* Leisure and culture

to the people of Derbyshire (estimated population 782,400). This is with the exception of Derby, which has a unitary authority (Derby City Council) providing the above services to the population of the city.

1.1.2 The County encompasses a wide geographical area (985 square miles) split into 8 districts. Each district is unique, varying in both demographic composition and geographical size. Further information about Derbyshire is published on the Derbyshire Observatory at <https://observatory.derbyshire.gov.uk>.

**1.2 Derbyshire Adult Care**

1.2.1 Derbyshire Adult Care is responsible for the planning, commissioning and delivery of adult care services in Derbyshire.

1.2.2 Adult care services aim to help vulnerable adults to live safe, independent and rewarding lives through integrated, local, personalised services and support. The department also has a responsibility to provide information and advice to the general public, including those who fund their own support, about social care and universal services.

**1.3 NHS Clinical Commissioning Groups**

Not applicable

**1.4 Relevant National Legislation, Policies and Guidance**

* HSE Laundry treatments at high and low temperatures
* Health Technical Memorandum 01-04: Decontamination of linen for health and social care

**1.5 Relevant Local Legislation, Policies and Guidance**

* Derbyshire County Council - Council Plan
* Derbyshire Adult Care Service Plan

**2. Current Provision**

* To provide an up to twice weekly high quality linen hire service for bedding to Derbyshire County Council run Residential Establishments.
* To have processes in place to deal with laundry that is soiled due to incontinence issues.
* To operate a red bag system for processing infected laundry.

**3. Procurement of a linen hire service**

3.1 Due to the requirements of European procurement legislation and the Council’s Financial Regulations and because there are a variety of organisations who may be interested in providing this service, the Council is tendering this service in the marketplace.

3.2 The Council is inviting a single provider or a lead provider with consortia or sub-contracting arrangement to deliver this service. Where there are consortium bids, there must be one lead organisation/management structure.

3.3 The duration of the service contracts will be for two (2) years from 1st April 2018 with the option to extend for up to two (2) further periods of twelve (12) months each, subject to satisfactory performance, appropriate approvals, outcomes, funding availability, price, value for money and need for the service.

**4. Aims and Objectives of the Service**

4.1 The aim of the service is to provide Derbyshire County Council in house residential services with a high quality linen hire service which ensures that effective systems are in place to protect service users and staff from the risk of acquiring healthcare associated infection

4.2 The key objectives are to:

4.2.1 To supply each establishment with a variable number of sheets and pillow cases on a weekly basis to meet the changing needs of the service.

4.2.2 The linen supplied should be fit for purpose. It:

* + - should be capable of being washed at sufficiently high temperature to ensure disinfection takes place;
    - should look visibly clean;
    - should be the right material;
    - should not be damaged or discoloured

**5. Clients**

The clients are the Unit Managers of the Derbyshire County Council run Residential establishments

**6. Geographical Focus**

The service will be delivered to residential establishments throughout the County

**7. Description of Service**

Each establishment uses pool stock sheets and pillow cases

Delivery and collection

The Provider shall provide appropriate delivery and collection vehicles that clearly identify their purpose. The cargo area of the vehicles must be cleaned and disinfected daily.

The Provider will ensure that collection and delivery of laundry to the Client shall take place Monday to Friday, between 9am and 5pm and, when established, there should be a regular delivery slot of no more than two hours.

The Vehicle Delivery Driver will carry a mobile phone, wear a uniform and display an identification card at all times.

The Council will not accept responsibility for laundry etc. delivered and left on the premises by the contractor unless a signed receipt is obtained from a person authorised to accept it. Such a signature shall only prove that the delivery has been made.

The Provider will operate a documented monitoring system approved by the Council which identifies:-

* + The number of each item sent for laundering including any additional items
  + The number of items to be returned on the next delivery including any pack sizes
  + Items returned to the client including any additional items.

The Provider will inform establishments of alternative dates of delivery and collection of laundry in the event of a public holiday or extended closure.

Processing

The provider will operate a system for collecting the items that ensures that clean, used and infected linen are kept separate.

The Provider shall supply red water-soluble bags to Establishments in the event that they have infected laundry.

All infected linen shall be laundered in accordance with present guidelines and legislation or greater to assure thermal disinfection. Due regard shall be taken to the correct procedure for safe laundering of these items.

Soiled/infected and clean items shall not be allowed to come into contact at any time during the process.

Laundered items shall, after processing, show a high standard of finish, stain removal, colour, and preservation and be to the Clients satisfaction.

The Provider will be required to give details of systems, products and packing which they have in place which reduces the environmental impact of their business.

The Provider must supply details of all prosecutions relating to effluent disposal over the last two years.

**LOST AND DAMAGED ITEMS**

The Provider will credit the Council, for any items that have been rejected by the Client because of poor wash quality.

The Client will notify the Provider of any rejected items within 48 hours of delivery; the Provider will collect any rejects within two working days and resupply the next working day.

The Provider shall be liable for any additional items which are lost or damaged through whatever means, or damaged whilst in their care.

**8. Volume of Service**

The table below shows the residential homes presently using linen hire over the period of the contract this position may change. The Provider shall be required to meet any variance in these numbers within the tendered price.

There may be other departments within Derbyshire Council who require a linen hire service and these would include Childrens Services.

|  |  |
| --- | --- |
| **Establishment** | **Bed numbers** |
| **High Peak** | |
| Goyt Valley House | **30** |
| Whitestones | **40** |
| **Chesterfield** | |
| Spinney, The | **37** |
| Staveley Centre | **32** |
| **Derbyshire Dales** | |
| Gernon Manor | **33** |
| Leys, The | **36** |
| Meadow View | **32** |
| **North East Derbyshire** | |
| Grange, The | **25** |
| **Bolsover** | |
| East Clune | **30** |
| Holmlea | **40** |
| New Basssett | **40** |
| Thomas Colledge | **24** |
| **Amber Valley** | |
| Ada Belfield | **25** |
| Florence Shipley | **32** |
| Rowthorne | **40** |
| **Erewash** | |
| Beechcroft | **40** |
| Briar Close | **40** |
| Hazelwood | **30** |
| Ladycross House | **35** |
| Lacemaker Court | **16** |
| **South Derbyshire** | |
| Oakland | **32** |
| Castle Court | **40** |

Each establishment will manage its own levels of linen hire items. Present weekly average usage of sheets and pillow cases per bed are:

|  |  |
| --- | --- |
| Single sheet | 4 |
| pillow case | 2 |

**9. Access and Referral**

**9.1 Referrals**

Not applicable to this service

**9.2 Exclusion Criteria**

Not applicable to this service

**9.3 Assessment and Support Planning**

Not applicable to this service

**10. Operational Hours**

Residential establishments are open for deliveries between 9 a.m. and 5 p.m.

**11. Accommodation**

Not applicable to this service

**12. Partnership Working**

Not applicable to this service

**13. Promotion of the Service**

13.1 The service will be known and promoted as the linen hire service

13.2 Any promotional literature or information resources will be developed in partnership with the Council and will need to be agreed with the Council prior to publication.

13.3 It may be necessary from time to time for the successful provider to attend Managers Workshop or carry out site visits to check on stock levels

**14. Human Resources**

14.1 The Provider will supply sufficient and suitably qualified, experienced and trained staff to effectively provide and manage the service as described in this Specification.

**14.2 Staff Supervision, Appraisal and Training and Development**

The Provider will be required to have the following systems in place:

14.2.1 Regular supervision of all staff by line manager

14.2.2 Annual staff appraisals for all permanent staff

14.2.3 Development and learning opportunities for all staff as appropriate.

14.2.4 Induction and equal opportunities training for all staff

14.2.5 Safeguarding Children and Vulnerable Adult training for all operational staff

14.2.6 Access to service related training programmes

14.3 The Council’s own Staff Education and Training Section’s training courses are available to the Providers staff, as a partner agency working with the Council and can be found at

<http://www.derbyshire.gov.uk/social_health/staff_educ_train/default.asp>.

This webpage also indicates that such courses are open to all Social Care staff whether they are employed within the council or within the Private, Voluntary and Independent Sectors (PVI) with the majority of courses offered **free of charge**.

**14.4 Volunteers**

Not applicable to this service

**15. Service Values, Principles and Ethos**

15.1 The Council are committed to advancing equality of opportunity and providing fair access and treatment in employment and when delivering services. Specifically tackling inequality arising out of age; disability; gender re-assignment; marital status and civil partnership; pregnancy and maternity; race; religion and belief including non-belief; sex or gender; sexual orientation; and other forms of disadvantage such as rural deprivation and isolation. This applies to any other person or organisation employed by the Councils to work or to deliver services on its behalf, including those employed through contractual, commissioning or grant-aided arrangements.

15.2 The Provider will be expected to sign up to the Derbyshire Dignity Challenge(as appropriate) and ensure there is at least one Dignity Champion active within the organisation. See below:

[www.derbyshire.gov.uk/social\_health/care\_and\_health\_service\_Providers/dignity\_respect/default.asp](http://www.derbyshire.gov.uk/social_health/care_and_health_service_Providers/dignity_respect/default.asp)

**16. Social Value**

16.1 The Public Services (Social Value) Act 2012 places a requirement on the Council to consider the economic, environmental and social benefits of their approaches to the procurement of public services. Social Value has been taken into consideration in the development of this service specification. The Social Value Priorities for this contract are detailed in the Social Value Proposal.

**17. Desired Outcomes, Performance Targets and Output Measures**

17.1 The Performance Targets and Output Measures to be achieved by this Service are:

|  |  |  |
| --- | --- | --- |
| Performance Target/Output Measure | Method of Measurement | Target (if applicable) |
| To provide an up to twice weekly high quality linen hire service for sheets and pillow cases to Derbyshire County Council run Residential Establishments | Visual checks of clean stock  Reconcile the deliver with the order.  Compliments, complaints and comments  Maintained stocks of linen hire items |  |
| To have processes in place to deal with laundry that is soiled due to incontinence issues | Continuity of supply of sufficient red bags  Evidence of thermal disinfection temperature |  |
| To carry sufficient stock of sheets and pillow cases to meet the varying demands of the service | Reconcile the deliver with the order. |  |

**18. Contract Management**

18.1 Contract management arrangements for this service are detailed in Schedule 2 – Performance Monitoring and Contract Management.

**19. Service Implementation**

19.1 The Provider is required to have a detailed Implementation Plan in place. This should contain, as a minimum:

19.1.1 Detailed actions with defined timescales

19.1.2 Communication strategy.

19.1.3 Risk assessment

19.2.4 Contingency planning to mitigate identified risks.

19.2.5 The management structure to be employed to manage the service implementation

19.2 It is the Provider’s responsibility to liaise with any out-going provider to ensure a smooth transition of service for any existing clients.

**20. Exit Planning**

20.1 Unless otherwise agreed with the Council, the Provider shall continue to deliver the Service, meeting all contractual requirements and ensure that there is no degradation in the standard of service provided up to the date of termination or expiry of this Contract.

20.2 The Provider will be required to produce an Exit Plan, upon request by the Council. This Exit Plan will include, as a minimum:

20.2.1 In the event of the Service being re-commissioned, detailed actions with defined timescales to support the transfer of responsibility for the Service provided to the Successor Provider, ensuring a smooth transition for Clients and alignment with the Successor Provider’s Implementation Plan.

20.2.2 In the event of the Service being de-commissioned, detailed actions with defined timescales to support the cessation of the Service, seeking to minimise the impact on Clients, where possible.

20.2.3 Where required, details of arrangements for the safe transfer of any data concerning Clients.

20.2.4 Communication strategy.

20.2.5 Risk assessment.

20.2.6 Contingency planning to mitigate identified risks.

20.2.7 The management structure to be employed to manage the service exit.

20.3 In the event of the Service being re-commissioned, it is the responsibility of the Provider to liaise with the Successor Provider to ensure a smooth transition of service for any existing clients.

20.4 During the 3 month period prior to the termination or expiry of this Contract, or within an alternative timescale requested by the Council, the Provider shall:

20.4.1 Provide assistance to support with the transition or ending of this Service.

20.4.2 Provide requested information to the Council or the Successor Provider to support the transition or ending of this Service.

20.4.3 Implement and comply with the agreed Exit Plan.

20.5 The Provider shall not at any time knowingly or recklessly do or omit to do anything which may adversely affect the Council’s ability to ensure:

20.5.1 An orderly and prompt transfer of the Service to the Council or Successor Provider upon the termination or expiry of this Contract; or

20.5.2 An orderly cessation of the Service upon the termination or expiry of this Contract.

**21. Finance**

21.1 There is a limited allocation of funding for this service, totalling £197,500 per annum. See Schedule 3 for Service Budgets for Year 1.

21.2 Within the budget, the Provider should consider the costs required to enable this Service Specification to be met, whilst taking into consideration the current economic climate and budgetary pressures facing the public sector. The Provider should deliver the service using the principles of value for money, efficiency and effectiveness.