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| **Soft Market Engagement****Live-in Care and Support Service in Cornwall** |
| Due North ref DN548647 |
| Date: June 2021 |
| Directorate - Adults Social CareService Area - Adults Transformation and Commissioning |

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| Soft Market Engagement for Live-in Care and Support Service in Cornwall |
| Directorate | Adults Social Care |
| Service Area | Adults Transformation and Commissioning |
| Introduction |
| Cornwall Council (the Council) is conducting this soft market engagement to gain an understanding of the potential level of interest for the provision of a live-in care and support service in Cornwall.This soft market engagement is an information gathering exercise and it is intended that any responses to this soft market engagement will be used by the Council to develop a business proposal. Any such proposal would be subject to the development and approval of a business case, and, as such, this exercise implies no commercial commitment and is not a formal tender document.Participation in this soft market engagement will not prejudice providers participating in any future procurement for the services in this document or any other services.If you are interested in this area of service provision and also helping with the Council’s soft market engagement, please complete the “Information Required” section at the end of this document along with any additional information you consider to be relevant and return this via **the Due North system by the 22nd June 2021.** |
| Background |
| The Council is currently developing a business proposal for a live-in care and support service in Cornwall, this will be a new service for the Council with the aim of delivering:* A good quality care and support option for people in Cornwall,
* An alternative to residential care or home care,
* Short or long-term support to enable people to stay in their own homes,
* An outcomes-focused type of care and support to ensure people maintain their independence and are able to live better lives,
* Support for families and carers, and
* Value for money.

Subject to approval of a business proposal and the live-in care and support service became a formal procurement opportunity the Council would procure the service in accordance with Regulations 74 to 77 as detailed in the Public Contract Regulations 2015. A summary of the indicative timescales associated with this requirement are set out below.

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| Activity | Indicative date |
| Outline Business Case | June-July 2021 |
| Business Case | July-August 2021 |
| Procurement | August 2021 |
| Award and Service Start | September 2021 |

**Service requirement**The live-in care and support services will include a quality twenty-four (24) hour live-in care and support service to support adults who may have:* Eligible care and support needs related to older age or frailty
* Dementia or memory loss
* A physical disability and/or sensory impairment
* A requirement for end of life care, or
* Any combination of the above

Please note: this list is not exhaustive. A care and support plan would be provided in advance of the live-in care and support service starting, following a conversation with the person, their family, social care/health staff and the provider over the suitability of the live-in care and support service.As a minimum the Council is looking for a provider(s) who will work with them to deliver a quality live in care and support service that:* have experience of delivering a twenty-four (24) hour live-in care and support service (or similar) as described in the service requirement below,
* are registered with the Care Quality Commission (CQC) to provide home care services,
* directly employ carers that have been appropriately trained and hold an enhanced Disclosure and Barring Service (DBS),
* will pay all staff employed in providing the service the Real Living Wage as defined by the Living Wage Foundation <https://www.livingwage.org.uk>. regardless of role and qualifications.

The live-in care and support service will be delivered to people that:* have a suitable spare room in their home for the carer to use to enable the carer to provide the live-in care and support service, with access to facilities (i.e. bathroom, cooking and dining facilities, clothes washing facilities etc), and
* the person, relevant others in the household and the wider support network are comfortable with the carer delivering the live-in care and support service living in the person’s homes

Where the Council commission a placement for a live-in care and support services the placements may be required on a short or long- term basis. Short-term placements will include a clear exit plan and end date of the live-in care and will typically be commissioned:* where the person’s usual carer is unable to provide care for a limited period (i.e. a planned operation with a recovery time of 6 weeks) and alternative care cannot be sought or is unsuitable for the person,
* where the person’s usual carer is at risk of carer breakdown and requires a break to ensure they can continue caring and alternative care cannot be sought or is unsuitable for the person,
* to provide planned respite to the person whilst their usual carer has a break, where other respite options are not suitable (i.e. if the person has advanced dementia and moving from the home would cause significant distress),
* to facilitate hospital discharge where the on-going service has been sourced but cannot start immediately,
* to prevent admission to hospital where the on-going service has been sourced but cannot start immediately,
* to enable someone to die with dignity at home

Long-term placements will typically be commissioned because all other ‘at home’ support is unsuitable for that person, or where a couple (or siblings etc) in the same house both require care at home, or residential care, and a live-in carer would provide better outcomes and be value for money.Please see below three Pen Pictures of potential scenarios where the Council would look to commission the live-in care and support service.**Pen Picture 1**Maureen is 83. She is frail and has some memory loss, with a recent history of falls. Her husband, Roy, is her main carer. Roy needs an operation which will mean he is in hospital for one week and then will return home with a recovery time of 4 weeks, during which he will not be able to support his wife as usual. Maureen and Roy have no family close by and Maureen would be unable to cope on her own when Roy is in the hospital and recovering.Live-in care would be required for Maureen from the day Roy goes into hospital, until he is fully recovered, five weeks in total. Live-in care and support with a reablement focus will also be required for Roy when he returns homes from hospital, four weeks in total (this would be on a Discharge to Assess pathway). The ideal outcome is for Roy to return to his caring role for Maureen when he is recovered – this is what they both want. Maureen and Roy have a suitable spare room and there are good bathroom and cooking facilities available. They do have a phone line, but do not have an internet. They live in a rural village, which has a Post Office and pub. The nearest supermarket is 10 miles away.**Pen Picture 2**Derek is 64 and has early-onset Alzheimer’s. His wife, Daisy, is his main carer. They have some support in the morning to get Derek up, washed and dressed, and a local charity provides a sitting service to give Daisy a break once a week. However, Daisy has been unwell recently and feels she is really struggling to manage Derek and his care. Derek has not coped well with Daisy being unwell and his behaviour seems to have deteriorated. Their GP thinks Derek should be admitted to hospital to give Daisy a break.Live-in care would need to be provided for 2 weeks to prevent a hospital admission. The existing support would continue to get Derek up, washed and dressed, to provide him with some continuity – this would enable the live-in carer to have a one-hour break in the morning, every day. Daisy would need a proper break each day and would need to learn some coping and managing mechanisms around Alzheimer’s.Derek and Daisy live in a modern property on the edge of a large town. A bus route into town is at the end of the road.**Pen Picture 3**Rose and Minnie are sisters aged 92 and 95. They have lived together their whole lives in the farmhouse they grew up in. They have remained independent until relatively recently. Minnie has now been diagnosed with a terminal illness and Rose has some sight and hearing loss, and currently sleeps in a chair downstairs. The sisters want to stay together. They have a niece who lives locally but is not involved in their support.Live-in care and support would be required to support Rose and Minnie until the end of their lives. Their house is rather ramshackle, but large and tidy. There is no central heating, but there are electric heaters and fireplaces. The live-in carer would need their own transport. |
| Information required |
| Interested providers who consider that they would be able to meet the Council’s requirements and provide a live-in care and support service in Cornwall are invited to submit detail of their organisation in Part A and provide a response to each of the questions in Part B of the tables below. Where relevant providers may also submit any additional information/experience which may be relevant to the Council’s requirement. |
| Part A: Organisation and Contact details |
| 1 | Organisation Name |  |
| 2 | Name of person and position in organisation |  |
| 3 | Brief description of your organisation’s main business areas |  |
| 4 | E-mail contact address |  |
| 5 | Telephone number: |  |
| 6 | Organisations website address: |  |
| **Section B: Questions** |
| 1 | Should the Council business case for a live-in care and support service be approved and this became a formal procurement opportunity, would your organisation be interested in tendering for a contract with the Council?  |
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| 2 | Please provide details to confirm the type of live-in care and support services that you would be interested in providing in Cornwall? Please describe the major inclusions and exclusions in your services. For example, does the carer require the family to provide food, does the carer need a two-hour break every day, will the carer have access to their own car etc |
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| 3 | Please provide details to confirm which geographical areas within Cornwall you would be able to deliver a live-in care and support service, (i.e. the whole of Cornwall or specific areas to include districts/town)? |
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| 4 | Using the three Pen Pictures detailed above, could you please provide an indicative price per week ex VAT to provide a live-in care and support service for each of the Pen Pictures?  |
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| **Pen Picture** | **Providers indicative price per week ex VAT** |
| Pen Picture 1 | £ |
| Pen Picture 2 | £ |
| Pen Picture 3 | £ |

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| 5 | Please provide details on how quickly you could start a live-in care and support service in Cornwall from initial referral? |
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| 6 | Please explain your recruitment policy and where you intend to source your carers from? |
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| 7 | Considering the Council’s requirement please confirm what would attract your organisation to consider submitting a tender for a live-in care and support service? |
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| 8 | Considering the Council’s requirement please confirm what you consider to be unattractive in pursuing this as a tender opportunity for a live-in care and support service? |
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| 9 | Please detail any issues concerns or risks that might prevent your organisation from participating in a future tendering exercise for a live-in care and support service? |
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| 10 | Please detail any additional information you consider to be relevant. |
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| Further information |
| If you have any questions, please contact us through the Due North messaging system.Please provide your response via Due North by no later than the **22nd June 2021.** |