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| **Support to Live at Home Contract - Contract 1**  **Please use and refer to the Contract and Schedules as the guidance for the content of your answers.**  **We expect to see throughout your responses your organisations ethos and approach to delivering high quality domiciliary care. We expect answers to demonstrate how the person is central to the support you provide.**  **Part of this contract opportunity relates to the most rural areas of North Somerset and we would expect to see this and the challenges this will bring as a key focus in your responses.** |
| **1. Service Objectives** (up to 3500 words) **16%**  The Council’s priority in recommissioning domiciliary care in North Somerset is to continue to support high quality services, promote Reablement, continuity of provision and address capacity issues. Please describe in your answers why your organisation shares these priorities and how you will work in partnership to achieve them.  Please include how you will ensure:   1. Capacity to take;    * + existing packages of care funded by the Council at the start of this contract      + new Packages directly proceeding the start of this contract      + new Package over the term of this contract taking into consideration demographic changes. 2. Responsiveness to requests for end of life provision within the service specification timeframes, ensuring every person is able to die at home if it is their wish. 3. Continuity in care staff and timing of care calls. 4. A good working relationship between the Provider and the Council to achieve secure provision and service development including Resilience initiatives 5. Reduction of travelling time for care staff as work will be more condensed 6. The use of reablement short term to maximise Persons independence and longer term to create a flow of capacity within the Service. |
| **2. Quality Assurance.** (up to 4000 words) **10%**  We view quality assurance as very important in how an organisation delivers care and evidences how your quality assurance measures impact on the Person.  Please describe how your service is inclusive and reflects diversity and how your engagement with people reflects ongoing changes in their needs?  Including:   1. How you will ensure a person centred focus in delivery to individuals? 2. How you ensure that Persons outcomes are being achieved? 3. How you will ensure that information is accessible 4. How will you involve and keep professionals and/or carers engaged and informed? 5. How will you use experience in delivery to develop the service 6. Persons have the opportunity to be involved in monitoring and improving service performance, including learning from experience and poor performance you will enable persons and community engagement to inform the council and other bodies 7. How you ensure staff understand the importance of quality of life and that this is integral to your service delivery 8. How will you deal with complaints from people? 9. How will you ensure an equality impact assessment is completed annually? 10. CQC ratings across ALL other regulated community based services that are run by your organisation. 11. A case study that evidences how you are achieving quality that is supported by service user and commissioner feedback.   Please provide contact details for commissioner supporting statements as we may wish to verify any statements made. |
| **3. Meeting local needs** (up to 3000 words) **10%**  We view meeting local needs as fundamental to this contract, particularly as it covers the most rural areas of North Somerset. It is really important to be able to deliver local services to people where they live and maximise the added value this offers to the individual.  How would your organisation deliver a locally focussed service whilst retaining a wider awareness of the national issues and priorities facing domiciliary care? Including:   1. What are the key local drivers? 2. Who are the key partners and stakeholder for the service? 3. What are the main national issues affecting the service? 4. How will you determine and manage service priorities, including resilience planning? 5. How can you ensure that the service is able to adapt to changes to continue to meet needs? 6. How do partnership arrangements help to deliver positive outcomes and add value? 7. How you will address the prevention agenda, specifically to combat social isolation and Reablement? 8. How will your staff have knowledge of and work with people to access local services? |
| **4. Social Value/Added Value** (up to 1500 words) 6**%**  More and more the drive in health and social care is to look at innovative ways that maximise added value in service delivery. This is crucial for a provider to deliver on when working in domiciliary care today.  We would like you to explain in your answer how you feel this can be achieved and how you would be on a continuous journey to look at maximising this over the lifetime of the contract.  Including:  a) How you will implement the expectations in Social Value clause in the service specification  b) How you will deliver added value to this contract including as defined under the reablement clause of the service specification  c) Any plans that fit with opportunities for social gain, value for money; innovation; localism; shared resources; working with voluntary organisations or social enterprises. |
| **5. Duty of care to Persons and employees** (up to 2000 words) **10%**  Organisational working is as much about caring and supporting your staff team as it is caring and supporting a Person. Working together as a health and social care community (which the successful organisation will be part of) the partnership views operational resilience as critical to maintaining the health and wellbeing of the workforce and the Person.  Please set out, considering the above, how you will ensure that the health and safety of all persons, carers, employees and the wider community are protected in line with the service specification. You should include:   1. How you will safeguard vulnerable adults and children including the actions you will take against abuse and neglect, regarding this contract 2. How you will ensure the health and safety of persons through risk assessment 3. How you will ensure the health and wellbeing of the workforce particularly around issues prevalent in the winter. 4. What mechanisms are in place to ensure, as far as possible, employees working in persons homes are trustworthy and reliable 5. How you will keep information about persons private and confidential, as far as is practical, and ensure that persons can access their own records 6. How you will manage employees that do not meet the required standards   How will you manage a mobile workforce |
| **6. Monitoring and Outcomes** (up to 3000 words) **13%**  Monitoring and evaluating outcomes is central to demonstrating numerous aspects of the service delivery. It provides vital information to you as an organisation, informing the now and future change of direction. We consider this a crucial element of the information you provide to us, to understand how you are meeting need and delivering service. We believe that advances in mobile technology play a large part in ensuring the efficiency of service delivery.  Please describe how you will demonstrate the above.  Your answer should include:   1. Monitoring and data management systems including ESM and any other use of technology solutions 2. Regular reporting and engagement with commissioners 3. Capturing feedback from persons using the service 4. Reporting on Personal outcomes achieved including tracking the 6 week Reablement period to ensure Packages are ceasing or being reduced in line with contract Performance Indicators. 5. Financial Management systems and processes   Mechanisms for reporting to Commissioners |
| **7. Staffing** (up to 3000 words) **13%**  Recruitment and retention of staff is a crucial and challenging element for the delivery the domiciliary care. We are keen to understand what your organisation offers that will attract staff to your organisation and the sector and what incentives you offer to retain the workforce you have.  Please tell us about the staffing arrangements for this service and provide:   1. A staffing structure with job titles, reporting lines and person specifications for each role 2. Details identifying which staffing roles and necessary competencies deliver each element of the service, and identify the lead roles; 3. A management chart for your organisation and where this services / staffing structure fits within it. 4. A short profile of the skills and experience of key persons holding management posts responsible for the delivery of the service. Please ensure this includes the persons who will lead on implementation of this contract. 5. An overview of your recruitment process in relation to the structure and which posts may be recruited through redeployment under TUPE, or will be taken on by existing staff members within your organisation, or recruited externally. 6. An overview of your staff terms and conditions 7. Employee management, supervision and support 8. Employee development and continual professional development including how you ensure staff competencies 9. Induction, including the Care Certificate and training 10. Details on the system(s) in place for electronic scheduling and monitoring, supervision, performance management, employee meetings etc. 11. Ensuring that employees have the right approach to dealing with vulnerable persons   How will you ensure an ethos of reablement in the staff culture |
| **8. Organisational transition** (up to 2000 words) **11%**  The transferring of staff under this contract will play a crucial part in the successful implementation of the contract. It is imperative that your organisation can demonstrate that it has the appropriate resources and expertise available.  Please describe the process for employees transferring under TUPE regulations including:   1. Key milestones 2. Your approach to negotiating with outgoing Providers around the provision of required TUPE information 3. Your approach to negotiating with the existing workforce, including where new skills and ways of working may be required 4. Whether redundancies will be required and to which posts these apply   A guideline of anticipated costings for TUPE and redundancy and how this would be resourced |
| **9. Service Implementation (up to 3000 words) 11%**  Taking into considering the Council’s Service Objectives as laid out in question 1 of the method statements, it is key that the Council is confident that the successful Provider is able to commence work on the contract from the commencement date. Given the market challenges it is important that your organisation has an understanding of the risks involved with this commitment.  Please explain your implementation plan from the date the contract is awarded including:   1. A timetable, any key milestones, identified risks and mitigations 2. How you will implement the recruitment strategies as set out in method statement question 7 3. The measures your organisation will take to ensure a smooth transition from the current services to the new service 4. Management arrangements 5. How you will set up services, offices that are new to your organisation 6. How you will structure the Reablement, Dementia Care and CHC elements of the contract. 7. Any particular barriers and any solutions that, if possible, you can identify 8. Branch and manager registration timeframe including staff input available for Service roll out whilst branch is being registered in the first 3 months of contract award. 9. Contingency plans for not being able to meet method statement question 1 a) and b). |