

**Care and Support Framework for Adults with a Learning  
Disability and/or Autism across Bournemouth,  
Christchurch and Poole**

**2019-2024**

**Service Schedule Part 2 – Lot 1**

**General Support**

## **Service Schedule Part 2 – Lot 1 General Support**

### **1.0 Introduction**

- 1.1 This service schedule describes the needs of individuals that will be managed under Lot 1.
- 1.2 In addition it sets out the requirements for Lot 1 Providers

### **2.0 Client Group**

- 2.1 As per Section 4 of Service Schedule Part 1 – Overarching Service Specification.
- 2.2 Individuals requiring support in Lot 1 do require the specialist skills of a learning disability and/or autism provider to meet their care and support needs.
- 2.3 Consequently, they may present with a range of needs related to their learning disability and/or autism. They may also present requiring additional support relating to other long term conditions, poor mental health, or social needs, as might any member of the general population.
- 2.4 However, individuals within Lot 1 will not meet the threshold in terms complexity of need to require support under Lots 2, 3 or 4. (Please refer to relevant service schedules for further information).

### **3.0 Service Requirements**

#### **3.1 General Service Requirements**

- 3.1.1 Lot 1 Providers must meet the requirements set out in Schedule 1 – Overarching Service Specification.

#### **3.2 Lot Specific Service Requirements**

- 3.2.1 This lot will meet the needs of all individuals who require general support as described in Section (see Figure 1 Section 5 of the overarching specification).
- 3.2.2 It is expected that Providers will offer support to people across the entire spectrum of need under this Lot 1. This potentially will include people requiring support just a few hours a week, through to those needing 24/7 support.
- 3.2.3 In addition, Lot 1 Providers are required to offer specific services for Carers, (section 4 below).

## **4.0 Carers Home Based Support**

### **4.1 Introduction**

- 4.1.1 The refreshed National Carers' Strategy: Carers at the Heart of the 21<sup>st</sup> Century – Families and Communities (2016), sets out the national vision for the future care and support for unpaid family carers. The four priorities include having an independent life alongside caring that will mean different things to different people. As well as personalising services for carers, there is an emphasis on good quality information and support.
- 4.1.2 In Bournemouth and Poole carers have been able to access free home based support since the introduction of the Care Act 2014. Feedback from carers has clearly demonstrated the value of these services. This offer will be extended to cover Christchurch as the new Council commences in April 2019.
- 4.1.3 This section of the Lot 1 schedule sets out the requirement for Providers to deliver a home based support service as referenced in Clause 9 of the Overarching Specification.
- 4.1.4 The Service provided is without charge for carers assessed as eligible and enables home based support for carers through either a referral from the Brokerage Teams or directly by the Client presenting vouchers that have been allocated to them by the Carers' Service.

### **4.2 Eligibility to Carers' Services**

- 4.2.1 Individuals who provide care for others and who are not paid directly for this task are considered to be informal carers. In order to access services, a Carer's Assessment will need either to be self-assessed, or completed by a Social Worker/Care Manager to explore the effects of caring on the carer's life and well-being and their feelings about care and choices, together with: health work, study, training, leisure/relationships, social activities and/your goals/housing planning for emergencies (such as carer emergency card schemes).
- 4.2.2 Following assessment, national Eligibility Criteria will be applied to determine eligibility to Carers Services.
- 4.2.3 The Care Act 2014 introduces a national eligibility threshold for carers, which consists of three criteria, all of which must be met for a carer's needs to be eligible. The carers' eligibility threshold is based on identifying:
- Whether a carer's needs are a consequence of providing necessary care for an adult;
  - To what extent the carer's needs affect their ability to achieve specified outcomes, or puts their health at risk; and
  - Whether and to what extent this impacts on their wellbeing.

- 4.2.4 Carers can be eligible for support whether or not the adult for whom they care has eligible needs.
- 4.2.5 The service that shall be available for all informal Carers who are over eighteen years of age and who have been assessed as eligible following a Carers' Assessment.

#### **4.3 Aims of the Service**

- 4.3.1 In line with the Better Together Initiative Valuing Carers in Dorset 2016-2020, the service aims to.
  - 4.3.1.1 Provide personalised support for carers and those receiving care.
  - 4.3.1.2 Provide support to carers so they are able to stay mentally and physically well.

#### **4.4 Service Description and Scope**

- 4.4.1 The Provider shall provide a service to Carers on presentation of vouchers or through referral from Bournemouth and Poole's Brokerage Teams. (Please refer to Framework Agreement Schedule 3 Referral and Authorisation Process.)
- 4.4.2 The Service is in place for all Adults over the age of 18 who have been assessed as eligible according to clause 4 of this Schedule.

#### **4.5 The Role of the Care and Support Provider**

- 4.5.1 The Provider shall deliver the Service which may include aspects of personal and domestic tasks as referred to in the Service Schedule Part 1 - Overarching Specification.
- 4.5.2 The Service is in place to support the Carers' peace of mind whilst they take a break from the caring role.
- 4.5.3 The Provider shall ensure that a provider support plan is completed for each Carer in receipt of the Service and, if personal care is included for the cared-for person, then a second provider support plan shall be completed.
- 4.5.4 The Provider shall ensure that vouchers presented to them, under the voucher process, are valid for the date support is Provided.
- 4.5.5 Under the voucher process the Provider shall collect one voucher for each hour of Service delivered.
- 4.5.6 The detail of the service shall be agreed between the Provider and the Carer in receipt of the Service including that the Provider shall deliver the service at a time to be agreed with the Carer.

- 4.5.7 The Provider shall identify opportunities to signpost the Carer to a range of assistive technology equipment may help the person in their caring role.

#### **4.6 Outcomes**

- 4.6.1 The Provider through provision of a quality service shall enable Carers to have time off from their caring role.
- 4.6.2 The Provider through provision of a quality service shall enable Carers to engage in social activity for limited periods.
- 4.6.3 The Provider, through provision of a quality service, shall contribute to the maintenance of Carers' well-being.

#### **4.7 Referral Process**

- 4.7.1 There are two ways in which the Service may be Purchased. See Framework Agreement Schedule 3 – Referral and Authorisation Processes.
- 4.7.2 The Service shall be commissioned either by the Carer or the Commissioner's Brokerage Team in units of one hour.
- 4.7.3 Carers may approach the Provider directly to redeem their allocated vouchers and may commission up to 120 hours of Home Based Support per annum directly from the Provider according to their needs.
- 4.7.4 In this instance, the Provider and the Carer shall arrange mutually convenient dates and timings when the service visits will be delivered.
- 4.7.5 The Commissioner(s)' Brokerage Teams may directly refer Carers for up to 12 hours of introductory Home Based Support.
- 4.7.6 In addition, Commissioner(s)' Brokerage Teams may directly refer for up to 120 hours of Home Based Support per annum for those assessed as requiring ongoing Carer support.
- 4.7.7 The first hour of the Service will be used for an initial assessment by the Provider to agree the parameters of the Service.

#### **4.8 Service Cancellation**

- 4.8.1 If the Service has been commissioned directly between the Carer and the Provider, the Provider shall advise the Carer directly if a planned visit needs to be cancelled. The Provider shall give the Carer as much notice as possible if the planned visit is to be cancelled but no less than one week's notice.
- 4.8.2 If the Service has been commissioned by the Commissioner's Brokerage Team the Provider shall notify the Brokerage Team if the planned visit needs to be cancelled. The Provider shall give the Brokerage Team as much notice as possible but no less than one week's notice.

4.8.3 The Provider will have in place a no response-policy to include the following:

4.8.3.1 If the Service has been commissioned by the Commissioner's Brokerage Team the Provider will notify the Brokerage Team if there is no response from the Carer at the time of the planned visit.

4.8.3.2 The Carer will be expected to notify either the Provider directly if managed through a voucher scheme, or the Brokerage Team if commissioned by Brokerage providing not less than 24 hours' notice, when there is a need to cancel the service.

#### **4.9 Payment**

4.9.1 Payment for the service will be in line with Sections 2 and 5 of the Framework Agreement Pricing Schedule.

#### **4.10 Monitoring**

4.10.1 Monitoring of the Service will be overseen by the Carers Resource, Information and Support Programme, (CRISP) Service.