Market Engagement Event for Homecare in Somerset DPS

Wednesday 17th January at 2pm

**Questions and Answers**

Are you able to commit to obtain an office within 10 miles?

No, you will need to have a CQC registered office within 10 miles of Somerset to be approved onto the DPS.

Can Providers add additional zones to their Contract later?

Yes, you can. Nothing in the DPS will prevent Provider growth.

We have a head office in Bristol City centre, this area borders Somerset, but would this be considered too far away please?

Unfortunately, Bristol City Centre is further than 10 miles of the Somerset border so would be considered too far away.

If not already registered on the Dynamic Purchasing System, how and where do we do this?

This was clarified and explained through the presentation. Please see the slides for details.

If you don't have a local office to Somerset but are a UK provider and can provide staff would the DPS be appropriate?

We do not commission staff, so this is not a service we are looking for through this DPS.

Do you apply on the portal with your company name or for each service/unit?

On the Proactis system and log in, you will use your company name. The Selection Questionnaire will be targeted to the service delivery company (CQC registered service).

Is this only for domiciliary care frameworks or do we also need to re-register for our day centre/LD frameworks?

Yes, this DPS is only for Domiciliary Care. The Learning Disability (LD) DPS is also currently being recommissioned. Please contact George Bray for further information (george.bray@somerset.gov.uk).

Does this contract include complex care?

This Contract does not include complex care, this comes under the LD DPS.

Office is in Wells. Somerset. Is that ok please?

Wells is within Somerset so perfectly fine.

We have an office in Trowbridge.

Trowbridge is within 10 miles of the Somerset border so perfectly fine.

Will the Homecare opportunities email stop being sent daily once this is set up?

The homecare opportunities list will still be sent, the process for sourcing packages of care will remain the same for the new DPS in place from April 2024. You will still receive these daily opportunities lists as long as you have applied and are approved onto this new Homecare in Somerset DPS which will be operational from the 1st of April 2024.

What if we are going to get an office but just need to know we will get the contract would that work?

One of the selection criteria for approval onto the DPS is that you will need an office within 10 miles of the border. Having an office within 10 miles of the Somerset border will not guarantee approval onto the DPS or guarantee Individual Contracts (packages of care) are awarded to your organisation.

How will the application process work if we decide to apply after the initial application process (Maybe after a year or so)?

This is an Open DPS so Providers will be able to apply to the DPS at any point throughout the term and the application process will remain the same. From a business perspective, it may be worth your time to speak to James Sangster (james.sangster@somerset.gov.uk) about the Somerset market, opportunities etc. before applying if you are not already operating within Somerset.

Would an office in Bridport be accepted? A quick search on Google Maps shows its around 10/10.5 miles away.

Unfortunately, Bridport is further than 10 miles of the Somerset border so would be considered too far away.

Are you requesting a social value submission for this framework?

The Selection Questionnaire currently does not include a section on social value, but potentially some element of Social Value evaluation could be part of the DPS during its term.

Does this cover palliative/ EoL care?

Yes, it does cover palliative and end of life care.

Will CHC packages be commissioned via this framework?

No, it does not cover CHC packages.

Will the DPS offer a fixed hourly price?

Yes, there will be a fixed hourly rate. Currently this is £25 per hour. The hourly rate will be fixed for each financial year, we are currently unsure what this rate is for the FY 24/25.

Also, what are the typical package hours please that will be commissioned?

Typical package hours are approx. minimum 30-minute or longer visits. There doesn’t tend to be a typical package of a set number of hours as this alters depending on needs inc. single or double-up packages of care, sitting services etc. There is a broad range of packages awarded through the Homecare DPS.

How can we also go about live in contract with yourselves as well?

Live-in Care is a lot within this DPS. Your office can be anywhere if you want to only apply to provide Live-in Care.

We are confused about the base as a provider. on our CQC registrations, our service provider details are London and our location on our CQC registrations is Street, Somerset – is that acceptable?

Your CQC registered office and base is within Somerset so this is acceptable.

Do you pay monthly or weekly?

We pay for care on a 4-weekly basis.

What are the package and cost for Live-In Care?

The packages and cost for Live-In Care varies and depends on market factors, the Individual’s needs etc. There is no set rate for Live-In Care.

Do we know if the existing delivery note system will remain?

Yes, it will remain.

Can you confirm the insurance cover required please?

This will be set out in the Selection Questionnaire.

Does the DPS change the hours that we have for urgent use? My understanding it was 5 hours a week will that be same?

Temporary changes to packages of care will increase to 7 hours a week.

How many care providers are you looking to commission?

Within Somerset, the demand for Homecare is currently being met by the Providers that we currently contract with in the market. However, there is not a limit on numbers of Providers as the DPS will remain open for the whole of its term for Providers to apply at any time; but, Providers should consider the market they are wishing to enter.

Will we still have to do a spreadsheet?

If you are referring to the delivery note, yes, the delivery note will remain.

Will there be a fair split on packages being awarded to providers?

Yes, packages will be fairly awarded in line with the information which will be set out in the DPS documentation. We are being as fair as possible currently within the criteria set and do not favour any Providers. The market is currently very competitive.

From your explanation, can a care provider opt for both domiciliary care, living care and LD care?

Domiciliary Care and Live-in Care for Elderly People are part of this DPS. The LD DPS is separate, and you will need to sign up for this separately to deliver LD Care. Both DPS’ will operate off the same system (link to system provided in the slides from the market event) with the aim of making this easier for those Providers that deliver care for both areas.