**Appendix F – Method Statement Responses**

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| **Lots Bidding for** | **Method Statement Nos.** |
| LOT 1 & 2 Additional Adults Care at Home | All |

Please follow the **template guideline** below to submit responses to the Method Statement. Use only this presentation style and save in Word format when returning tender documentation.

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| **METHOD STATEMENT****MAXIMUM SCORE: 50 POINTS** |
| **No.** | **Method Statement 1 – Service Delivery (50%)**The Care At Home service requires an outcome-focused, person centred approach, recognising that each individual is unique with different needs that may vary over time. |
| **1a** | **Service Delivery**Please outline your proposed service delivery model in accordance with the specification.Your response should include, but not be limited to: * restarts and new referrals for service users
* changes to care needs e.g. end of life
* Electronic Call Monitoring (ECM) management
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **25%** | **3** | **1500** |
| **Response:** |
| **1b** | **Service Outcomes**Please outline how you will ensure service outcomes are successfully delivered, including how the service will be responsive to those with complex needs, mental health condition and people who challenge the service  Your response should demonstrate your understanding of complex needs, and include, but not be limited to: * Medication administration
* Service user safeguarding
* Engaging with people with learning disabilities and people with mental health conditions
* Working with people of non-English speaking backgrounds.
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **20%** | **3** | **1500** |
| **Response:** |
| **1c** | **Double-handed Care**Please outline your approach to delivering double-handed care packages?Your response should include, but not be limited to ensuring:  * service user safety
* the service user dignity and respect
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **3** | **1000** |
| **Response:** |
| **No.** | **Method Statement 2 – Workforce (20%)**  |
| **2a** | **Time and Resource**How will you provide leadership to ensure service outcomes are optimally delivered? Your response should include, but not be limited to:* managing and rostering of staff
* recruitment and training
* An Organisation Chart
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **20%** | **3** | **1000** |
| **Response:** |
| **No.** | **Method Statement 3 – User Experience (15%)** |
| **3a** | **Continuity of Care**How will you ensure continuity of care?Your response should include, but not be limited to:* Service users having the same careworker(s)
* Careworker cover for weekends, bank holidays, sickness absence and school holidays?
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **3** | **1000** |
| **Response:** |
| **3b** | **Person-centred Approach**How do you ensure service users receive a person-centred approach that meets the person’s requirements? Your response should include, but not be limited to:* Responding to the individual cultural, language, and communication needs of service users.
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **3** | **1000** |
| **Response:** |
| **3c** | **Case Study*****Name:*** *Jim* ***Age: 55Accommodation:*** *Medium support* ***Diagnosis:*** *Autism and bi polar , Hoarding****Background:*** *Jim is a white British man; who has a very supportive family. He is supported by Adult Social Care , Mental Health services and his GP.****Current situation:*** *Jim is self neglecting which means his bathroom, kitchen and bedroom are not able to be used for their purpose. There are no vermin infestations.* *Once every 18 months there is a blitz clean, however this pushes Jim into a depressive mind set and hoarding starts again.**Jim engages well with services. He is sociable and has friends.****Risks*** *Jim leaves his front door open and will let anyone in (these are mostly people he knows).* *Jim has been known to play loud music but this has now stopped.* *Jim has had his flat ‘cuckooed’ (flat taken over and exploited by others) in the past but this is not currently the situation.**Jim enables a homeless man to sleep at his flat; but this is not seen as cuckooing as the person is a protective factor and supportive to Jim.* *He has currently been living in his supportive accommodation for 5 years.* *Jim’s supportive accommodation has a Court date to request an eviction – due to hoarding and enabling people to visit day and night.* *Extra sheltered have turned down referral due to risk of hoarding**Alternative supportive accommodation has also turned him down due to ongoing risk of hoarding.* *Mental well being – Bi polar**Neglect his personal care – also not dressing appropriately for the weather.* What support can your agency offer?How would you ensure that Jim receives a quality person-centred service that not only meets his needs but focusses on his strengths? | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **3** | **1500** |
| **Response:** |
| **No.** | **Method Statement 4 – Partnership working (5%)** |
| **4a** | **Partnership working**Please detail how you anticipate working collaboratively with the statutory services and other care providers in an area?  | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **2** | **1000** |
| **Response:** |
| **No.**  | **Method Statement 5 – Mobilisation (5%)**  |
| **5a** | **Mobilisation**Please outline your mobilisation plan, referencing your infrastructure and capacity, as well as how you will mitigate any potential issues/challenges that may arise?Your response should include, but not be limited to:* Risk logs
* Indicative timescales
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **3** | **1000****(excl. Gantt charts)** |
| **Response:** |
| **No.**  | **Method Statement 6 – Social Value (5%)**  |
| **6a** | **Social Value**Please outline how your organisation will add social value throughout the duration of the contract.Your response should include, but not be limited to:* The Southwark Ethical Care Charter
* Raising living standard of local residents
* Participation and citizen engagement
* Environmental sustainability
* How compliance with the Ethical Care Charter will be evidenced including paying staff the London Living Wage (LLW)
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **3** | **1000** |
| **Response:** |