

# Care and Support at Home 2019-2022

## Bournemouth Christchurch and Poole Council

11<sup>th</sup> March 2019

Portfield Hall

**BCP** Council

# Welcome

## Introductions

### Agenda

- Market Overview
- How care is purchased now
- Interim and Long Term Plans after BCP is formed
- Joining the Framework
- Proud to Care and Workforce Incentives
- BCP Brokerage & Monitoring

### Questions & Close

# A little bit about BCP Council area

- 395,000 residents, rising to 416,000 by 2026
- 227,000 library users
- 129 playgrounds
- 23 Green flag awards
- 21 Blue flag awards
- 519 CCTV cameras
- 15 miles of coastline
- 19% (3086 hectares) of our area is in a Site of Special Scientific Interest
- 476 Looked After Children
- 5700 adults with long term care needs

# How Care Is Purchased Now

## **Bournemouth, Poole & CCG**

- Framework contract 2017-2022
- 16 providers
- All home care for adults exc. LD and end of life (CCG) includes MH, Carers Services, Live In Care
- Extra Care in Bournemouth (block contract)
- Strong partnership approach (Proud to Care and The Journey)
- Declared Rates
- No spot purchasing unless exception

## **Christchurch**

- Framework contract and spot provision
- 33 active providers
- Home Care for Adults including MH
- No provision for live in care
- Carers services and Extra Care separate contracts
- Declared rates for framework providers + spot arrangements

# A Sustainable Framework

- Flexible so can be reopened to add capacity
- Mixture of small, medium and large providers
- Efficient – care rounds and processes
- Quality – support, meeting expectations, sharing good practice
- Constructive Partnerships – providers working together, coproducing home care fit for the future

# Bournemouth, Christchurch and Poole Market

- Over 150 home care providers across Bournemouth, Christchurch & Poole
- Estimated 30,000+ community home care hours delivered per week across BCP locality including self funders
- Around 90% of all home care in Bournemouth and Poole delivered by framework providers (over 12,000 hours per week)
  - Christchurch is an additional 3500 hours per week
  - Currently delivered by 37 providers across spot and framework
  - Will only be available to those on the framework from July 2019 (exceptions as usual)
- 40% all home care being provided by 11% providers in the local market
  - Economies of scale
  - Sustainability
  - Recruitment benefits

# Key Features of Care & Support at Home

## The Journey

- Alignment of systems
- Whole system approach
- Improved quality of life

## Coproduction

- Mutuality; achieving shared aims
- Working with Peers
- Agents for change, not 'just' service providers

## Specification Priorities

- Focus on client outcomes to meet requirements of the Care Act
- Maintaining client independence/promote goals
- Strengthen links with other services for support i.e. the voluntary sector
- Support the supply of care and support services

# BCP Carers Offer

- Eligible carers offered up to 120 hours of support per year
- Arranged either through Brokerage Team or between Service User and Provider using voucher system
- Typical visit may include, companionship, light refreshments, personal care or light cleaning
- Vouchers returned with invoice to Carers Team, Brokered services invoiced in normal way
- Designed to be flexible depending on what carer wants (and capacity)



# Care and Support at Home Framework Payment Rates

Bournemouth & Poole **£19.03 per hour** aggregate rate

- the aggregate rate is currently higher when calculated proportionate to number of visits commissioned but this is subject to frequent change depending on purchasing trends

Nearly 60% of all visits in Bournemouth and Poole are 30 minutes

75% of all visits in Christchurch are 30 minutes

Do you know your aggregate rates?

# Framework payment rates

- 1 hour - £15 (£15.68 for CCG)
- 45 minutes - £11.65
- 30 minutes - £10.10
- 15 minutes - £6.35
- Waking £120 Sleep In £65.52

15 minute visits for welfare checks and medication.

# Payment Processes

- Care and Support at Home for all areas including CCG is paid by invoice to relevant financial team
- Home Based Support (Carers Team) paid by either invoice in usual way or invoice to Carers Team to include redeemed vouchers
- Extra Care is block purchased according to hours commissioned in each setting
- Mileage included in rates unless commissioned in care plan

# Payment Process – Care & Support at Home

## Returns Process

- Each **Monday** we will email you a spreadsheet of commissioned care, listed by client – the Return
- We require you to update the Return with actual care given, including informing us why any changes have occurred, then send the Return back to us by the **Friday** of that week
- The Return acts as your invoice, thus you do not need to send a separate invoice
- We will pay you weekly (3 weeks in arrears)

Supplier Care Connect														Rate revision colours		Week ending 29/06/2014		For Authority use only	
Address eq														Duration up check rate		Supplier Invoice No		Checking notes	
VAT Number Supplier E-Mail address														Duration down, check rate		Supplier Invoice No		Activity Changed, Price Changed	
Framework No 694 pete.sacker@blueyonder.co.uk														Framework rate changed		Vat rate 0.0%		Date received, Import sta	
PO #	SU #	Client name	Element	Delivery Date	Day	Period	Rate per Hour	Planned Duration	Actual Duration	Hrs & Mins or Unit Type	Price	VAT	Visit	Variation reason	Supplier notes				
2724	1452	Ahmed Jameel	Personal Home Care	23/06/14	Monday	Morning	£14.50	1.00	1.00	1hrs 0min	£14.50	-	N						
2724	1452	Ahmed Jameel	Personal Home Care	24/06/14	Tuesday	Evening	£14.50	1.00	1.00	1hrs 0min	£14.50	-	N						
2724	1452	Ahmed Jameel	Personal Home Care	24/06/14	Tuesday	Morning	£14.50	1.00	1.00	1hrs 0min	£14.50	-	N						
2724	1452	Ahmed Jameel	Personal Home Care	25/06/14	Wednesday	Afternoon	£14.50	2.00	2.00	2hrs 0min	£29.00	-	N						
2724	1452	Ahmed Jameel	Personal Home Care	25/06/14	Variation To allocate			-2.00	Distribute time over visits			-	N	Away from home					
2724	1452	Ahmed Jameel	Personal Home Care	25/06/14				0.00	0.00			-	N						
2724 Total		Ahmed Jameel	Sub Invoice No	010001				3.00	5.00		£72.50	-		Variations: Activity 2, Cost £0 (Planned cost was £72.50)					
2025	3294	Matthews Olive	Day Care (by session)	23/06/14	Monday	Morning	£11.50	3.00	3.00	Sessions	£34.50	-	N						
2025	3294	Matthews Olive	Day Care (by session)	24/06/14	Tuesday	Morning	£11.50	3.00	3.00	Sessions	£34.50	-	N						
2025	3294	Matthews Olive	Day Care (by session)	25/06/14	Wednesday	Morning	£11.50	3.00	3.00	Sessions	£34.50	-	N						
2025	3294	Matthews Olive	Day Care (by session)	26/06/14	Thursday	Morning	£11.50	3.00	3.00	Sessions	£34.50	-	N						
2025	3294	Matthews Olive	Day Care (by session)	26/06/14				0.00	0.00	Sessions	-	-	N						
2025 Total		Matthews Olive	Sub Invoice No	010002				12.00	12.00		£138.00	-		Variations: Activity 2, Cost £0 (Planned cost was £138.00)					
3272	5131	Oliver Penny	Day Care (by day)	23/06/14	Monday	Evening	£19.00	1.00	0.00	Sessions	-	-	N						
3272	5131	Oliver Penny	Day Care (by day)	24/06/14	Tuesday	Evening	£19.00	1.00	0.00	Sessions	-	-	N						
3272	5131	Oliver Penny	Day Care (by day)	25/06/14	Wednesday	Evening	£19.00	1.00	0.00	Sessions	-	-	N						
3272	5131	Oliver Penny	Day Care (by day)	26/06/14	Thursday	Evening	£19.00	1.00	0.00	Sessions	-	-	N						
3272	5131	Oliver Penny	Day Care (by day)	27/06/14	Friday	Evening	£19.00	1.00	0.00	Sessions	-	-	N						
3272 Total		Oliver Penny	Sub Invoice No	010003				4.00	0.00		-	-		Variations: Activity -4, Cost £-76 (Planned cost was £19.00)					
3002	4375	Parker Mary	Personal Home Care	23/06/14	Monday	Evening	£21.00	0.50	0.00	0hrs 0min	-	-	N						
3002	4375	Parker Mary	Personal Home Care	23/06/14	Monday	Morning	£14.50	0.75	0.00	0hrs 0min	-	-	N						
3002	4375	Parker Mary	Personal Home Care	24/06/14	Tuesday	Evening	£21.00	0.50	0.00	0hrs 0min	-	-	N						
3002	4375	Parker Mary	Personal Home Care	24/06/14	Tuesday	Morning	£14.50	0.75	0.00	0hrs 0min	-	-	N						
3002 Total		Parker Mary	Sub Invoice No	010004				1.75	0.00		-	-		Variations: Activity -1.75, Cost £-31.88 (Planned cost was £21.00)					
Grand Total								20.75	17.00		£210.50	-		Variations: Activity -3.75, Cost £-107.88 (Planned cost was £210.50)					
Please use this section of the return to note any services provided in the week that were not included on the authority output																			
Service User name	SU Address	Element	Delivery Date	Day	Period	Rate per Hour or per Unit	Planned Duration	Actual Duration	Hrs & Mins or replace with Unit Type	Price	VAT	Notes							
									0hrs 0min	-	-								
									0hrs 0min	-	-								
									0hrs 0min	-	-								
									0hrs 0min	-	-								
									0hrs 0min	-	-								
									0.00	-	-								
Please record here any additional notes you wish the authority to consider																			

# Some other pointers

- Brokerage should be notified of protected hours
- Guidance provided
- Best email address to send return to?
- My email: [Elizabeth.murray@Bournemouth.gov.uk](mailto:Elizabeth.murray@Bournemouth.gov.uk)

# April – July : the interim plan

- New business will be purchased at BCP framework rates (current Bournemouth & Poole rates)
- Current Bournemouth & Poole framework providers will be able to accept referrals in Christchurch, Bournemouth and Poole areas through Brokerage in usual way
- Current providers in Christchurch will also be able to accept referrals for new packages of care in Christchurch but not Bournemouth & Poole
  - B&P framework rates
  - Underpinned by spot/named agreement
- Christchurch packages started pre-1<sup>st</sup> April 2019 will continue on same terms and conditions.

# Long Term Approach

Reopen the framework 1<sup>st</sup> April 2019

- New providers can tender to join the framework + 1 extra care scheme
- Ensure supply meets demand across all areas
- Tender will include one Extra Care scheme in Bournemouth
- Same process, contract & quality criteria for tender

Opportunity to join the framework will be open to all providers (not just those in Christchurch)



# Break

10 minutes

Are you a winner?



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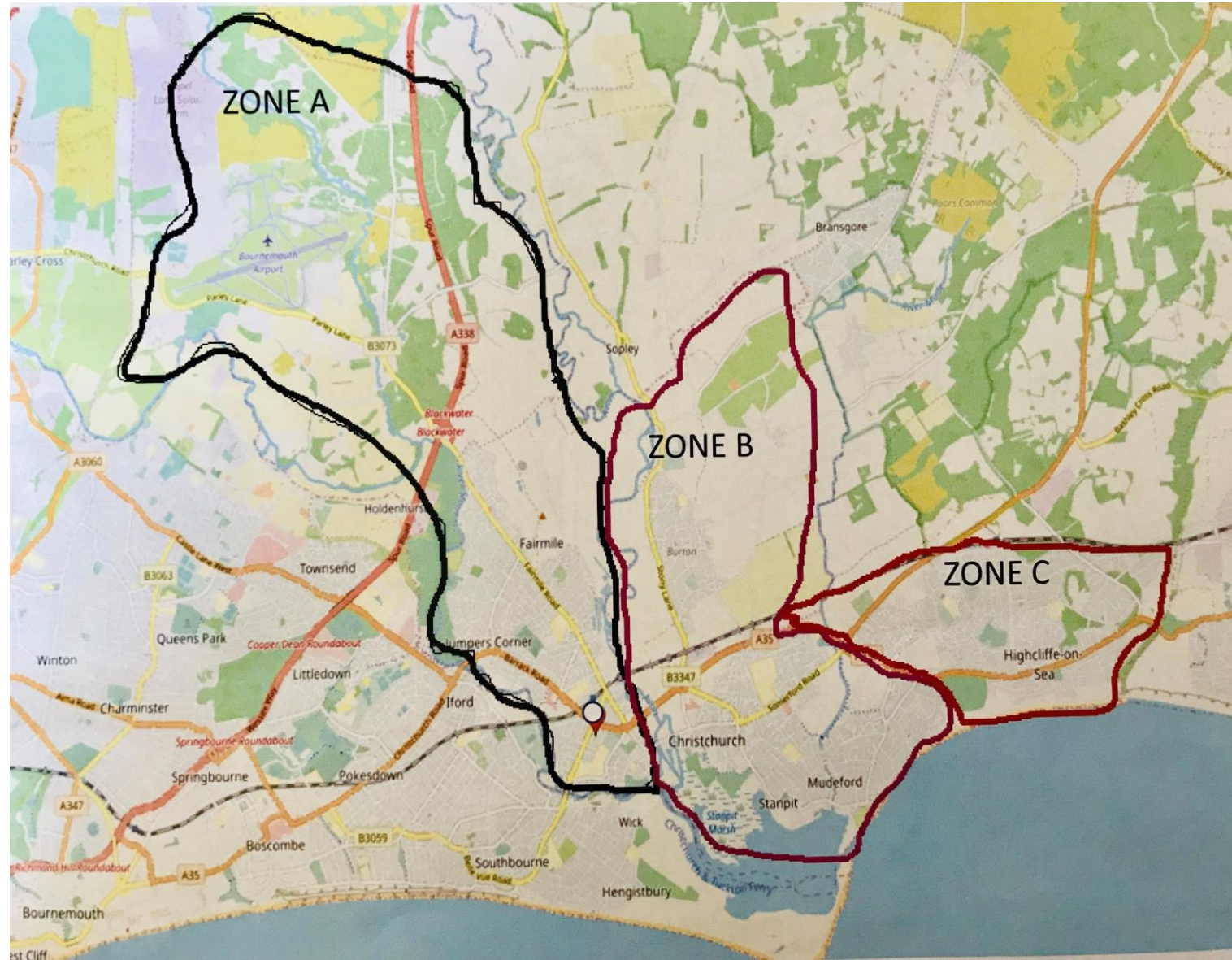
# Joining the Framework 2019-2022 (2024)

- Current providers on Bournemouth and Poole's Care and Support at Home Framework do not need to apply *unless you are bidding for the extra care scheme*
- All tender documents will be on [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)
- Two stage evaluation process
- Bid writing training – 26<sup>th</sup> March 2019, Bournemouth Learning Centre (leaflet on chairs)

# Proposed Christchurch Zones (for evaluation)

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Zone A - 700 hours  
Zone B - 800 hours  
Zone C - 450 hours



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## Sample Grid For Tender

[illegible]

# Evaluation

## Tender Evaluation Themes

- Mobilisation
- Service Delivery
- Business Continuity
- Workforce
- Partnership Working
- Care Planning
- Customer Service
- Contract Management
- IT Strategies and Systems
- Staff Training & Development

## Interview Themes

- The Journey
- Managing Expectations
- Brokering Processes
- Refusing Care
- Hospital Discharges
- Health Intervention

# Key Points to Remember

- Commitment is minimum
  - there is no upper limit to the amount of hours you deliver under your contract
  - Proposed minimum commitment of 100 hour per week
- Some questions will require a minimum score of 3 (acceptable)
- You will not be contracted to the areas/zones that you declare in the tender. This information will be used to ensure supply across all areas at the start of the framework
- Ask questions
- Give honest answers, focusing on your real experiences of delivering care.



# Scoring Criteria

Score		Quality Scoring Guide
Excellent	5	Exceeds requirement. Exceptional demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Good	4	Satisfies the requirement with some additional benefits. Above average demonstration of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Acceptable	3	Satisfies the requirement. Demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with evidence to support the response.
Minor Reservations	2	Satisfies the requirement with some minor reservations of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Serious Reservations	1	Satisfies the requirement with major reservations of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Unacceptable	0	Does not meet the requirement and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.

# Indicative Tender Timetable

<b>Bid Writing Training</b>	26 <sup>th</sup> March To book email : <a href="mailto:Angela.Hamilton@Bournemouth.gov.uk">Angela.Hamilton@Bournemouth.gov.uk</a>
<b>Issue Tender Documents</b>	1 <sup>st</sup> April 2019 – 6 weeks (calendar)
<b>Tender Closes</b>	mid May
<b>Evaluation of Tenders which will include interview</b>	end May- mid June (interviews middle-end June)
<b>Award/Start</b>	1 <sup>st</sup> July





All Tenders and Quotes are advertised openly and fairly;  
Provides Suppliers and the Council with a secure eTendering solution;  
It provides a published contracts register available to all, which helps with  
Freedom of Information and transparency. All current and new contracts  
should be listed on the Council's contracts register.

# Tendering Hints & Tips

- **Bid writing training 26<sup>th</sup> March**  
[Angela.Hamilton@Bournemouth.gov.uk](mailto:Angela.Hamilton@Bournemouth.gov.uk)
- All documentation will be issued via the eTendering system;
- All questions to be asked via the eTendering system;
- Make sure you know the questions deadline;
- Make sure you know the tender return deadline – **No late tenders accepted**

**If you are not sure, ASK!**  
**Zoe Snell 01202 633132**

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# Proud to Care & Incentives

Some past and current initiatives include...

- Paying for Drivers
- Free electric bike hire
- Facilitated Proud to Care Awards
- Refer a friend scheme
- Branded gifts
- Paid Childcare - Breakfast and Holiday club
- MOT discounts
- Recruitment Support
- LEAN reviews
- Infection control support
- Mental Health Training
- Social Media Campaigns
- Thank you letters
- Free publicity
- Free flu vaccinations
- Provider forums
- Carer network groups
- Apprenticeships
- Partnership with P2C South West
- Virtual Dementia Training
- Proud to Care Awards with Daily Echo
- Training workshops
- And much more...



# Social Media Campaign Summer 2019

- Training or toolkit to share techniques for making best use of social media as a recruitment tool – July/August 2019
- Social media campaign to promote care as a career September/October 2019
- In the meantime... National Campaign by Department of Health and Social Care Feb/March
  - Publicise 11000 vacancies
  - Promote your case studies
  - #shareifyoucare







Daily Echo Proud to Care Awards 2018 Winners and Nominees  
Marsham Court Hotel, Bournemouth





The Bournemouth Brokerage Team

# BCP Council Brokerage Process

- Dedicated Brokerage Officers for Home Care
- Daily email to all providers on the framework
- Booking form
- Postcode spreadsheet
- Mapping/support with rounds
- Kim Yeats Independent Living Advisor (Bournemouth) brokering for self-funders

# Sample Daily Email

<b>ATAL</b>	BH8 0JH Jewell Road	0.5 am 0.5 lunch 0.5 tea 2 hour practical - Weds  *Mobile Hoist*	Male	URGENT
<b>DWNR (MH)</b>	BH8 0LE Hopkins Close	0.75 am x 2 Carers Mon, Wed Fri only 1hr Practical Can be any day	Female	URGENT
<b>ATJB</b>	BH8 8JG Wellington Road	0.75 am (Thurs only)	Female	URGENT
<b>ATJB</b>	BH8 8LJ Beechy Road	0.75 am 0.5 lunch 0.5 tea 0.5 eve 2.5 practical (late morn on thurs) mobile night EXTREMELY URGENT	Female	EXTREMELY URGENT



# Sample Booking Form

Brokerage Domiciliary Provider Booking - Request for :										NEW Package of Care											
Date Received		15/01/2019		Time Received				Provider		Seaside Carer Agency		BBC Payment Code		ES							
Service User Ref No.		123456		Title		Mrs		Surname		Beesley		Forename		Pam							
Permanent Address		23 Seaview Terrace										<input type="checkbox"/> Male <input checked="" type="checkbox"/> Female		Lives Alone? <input checked="" type="radio"/> Yes <input type="radio"/> No							
		Sea Lane																			
Postcode		BH23 123		Telephone Number		01202 123456		Keysafe Code		1234											
GP Practice		Beach Practice										Door Entry Code									
Planned Start Date		01/02/2019		Under 65				Budget Team		Central Community											
Care Manager		Michael Scott		Telephone		01202 654321		Team		Central Community											
<b>Services Required</b>																					
	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday		
	Duration	Time	carers	Duration	Time	carers	Duration	Time	carers	Duration	Time	carers	Duration	Time	carers	Duration	Time	carers	Duration	Time	carers
Am	1	09:00	1	1	09:00	1	1	09:00	1	1	09:00	1	1	09:00	1	1	09:00	1	1	09:00	1
Lunch																					
Tea																					
Eve	0.5	21:00	1	0.5	21:00	1	0.5	21:00	1	0.5	21:00	1	0.5	21:00	1	0.5	21:00	1	0.5	21:00	1
Practical																					
Sleeping																					
Sub	1.5			1.5			1.5			1.5			1.5			1.5			1.5		
<b>TOTALS</b>	<b>10.5</b>	hrs		Miles Agreed			Further comments:-														
<b>To the Provider:-</b>																					
BY SIGNING AND RETURNING THIS ORDER FORM THE PROVIDER AGREES: to enter into a legally binding contract with Bournemouth Borough Council (the Commissioner) to provide to the Commissioner the Care and Support at Home Services specified in this Order incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement entered into by the Provider and Bournemouth Borough Council (the Authority).																					
Care Package agreed with a proposed start date of:-										01/02/2019		Start Time :- AM									
Provider Signature										Date accepted:-											
Commissioner Signature										Date :-											

# Sample Waiting List Map



# Capacity & Demand

- Bournemouth – 356 hours
- Poole – 450 hours
- Christchurch – 255 hours

# BCP Monitoring Process

- Frequency and methodology
- Aligning systems – already monitoring a large number of Christchurch providers who have existing registered offices in Poole and Bournemouth
- Registered offices
- Work in supportive way with Providers
- Share information

# No surprises....

## Common Difficulties

- Demand is greater than supply / hospital pressures are a reality
- New computer system between now and 1 April which may impact how we work
- There are unknowns for us related to BCP (and Brexit)
- Managing service user and family (and ASC) expectations is ongoing
  - Waiting times for sourcing/starting care
  - Male/Female Carers
  - Preferred times
- Move towards 'real' outcome based service is still the long term goal, but we look favourably on flexible arrangements where possible
- Payment process in Bournemouth is evolving
- Complaints and safeguarding happen but you will be supported
- **Partnership approach is genuine and meaningful.**

# Summary

- Thank you
- Next steps – email us to request a visit before 1<sup>st</sup> April
- Questions
- Feedback forms
- Close