**CP1997-20 Personal Care Short Term Block Contracts**

**Market Warming Event**

**4 December 2:30pm**

**Questions and Answers**

Q. How double handed care may impact on volumes?

A. We may commission separate double handed care block contract, pay on existing banded rates.

Q. Are you looking at other areas e.g. Crediton? There are areas where there are few providers, but the demand is high. The model suggests that such areas are not covered by the block contract.

A. We had to prioritise areas with a higher demand which affect our short-term services following hospital discharge. We had to work within available budget.

Q. Are the wards the same as on the unsourced sheets?

A. Yes, they are.

Q. We have a high proportion of double handed packages in Seaton. It would be useful to see maps.

A. Maps will be included on the invitation to tender. The Blocks will be marked if double handed.

Q. Clients have preferences around time and gender. If we commission for these particular people and then they decide they don’t want care, what happens then? Have you explored managing people’s expectations?

1. A leaflet has been printed and shared with colleagues at LWAH. We are asking clients for flexibility around their carers’ gender, time of visits etc.

Critical care is exempt though. If an individual has needs and the package doesn’t meet it then we would want to be involved in discussions with the family to unblock any issue.

Q. Are the volumes commissioned in direct delivery or do they include travel time?

A. The rates include travel time.