**Appendix G – Method Statement Responses**

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| **Lots Bidding for** | **Method Statement Nos.** |
| LOT 3 Community-based Reablement Only  | All |
| LOT 3 Community-based Reablement as well as Lots 1 and/or 2  | 1a,1c,1d,2b,3a,3c,4a & 5a |

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| **METHOD STATEMENT****MAXIMUM SCORE: 60 POINTS** |
| **No.** | **Method Statement 1 – Service Delivery (50%)**The Reablement 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: * Promoting improved independence and self care
* Working with outcomes that may include therapy directed activities and multidisciplinary working
* Identifying opportunities for innovation and utilisation of universal and community based solutions for on-going care and support where required.
 | **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)** |
| **10%** | **3** | **1500** |
| **Response: (*Please note if you are also bidding for Additional Care at Home tender, the evaluation score for this question will be carried over. You will not be required to respond to this question again.)*** |
| **1c** | **Service Outcomes specifically for Reablement**Please outline how you will ensure service outcomes are successfully delivered specifically for Reablement with regards to:* Balancing risks inherent in promoting change with opportunities for improved self care and wellbeing
* Recording and reporting and contributing to multidisciplinary decision making
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **10%** | **3** | **1000** |
| **Response:** |
| **1d** | **Double-handed Care**Please outline your approach to delivering double-handed care packages and working with designated therapy staff to identify and promote improved independence and self care?Your response should include, but not be limited to ensuring:  * Working with others
* Service user safety
* Service user dignity and respect
* Risk assessment
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **3** | **500** |
| **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)** |
| **10%** | **3** | **1000** |
| **Response: (*Please note if you are also bidding for Additional Care at Home tender, the evaluation score for this question will be carried over. You will not be required to respond to this question again.)*** |
| **2b** | **Time and Resource specifically for Reablement**How will you provide leadership to ensure individual outcomes, (as provided within individuals reablement plans) are optimally delivered? Your response should include, but not be limited to:* Systems used to support ways of working
 | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **10%** | **3** | **1000** |
| **Response:** |
| **No.** | **Method Statement 3 – User Experience (15%)** |
| **3a** | **Improved independence and self care**How will you ensure effective, and consistent support? Within the period of reablement?Your response should include, but not be limited to:* All staff having a thorough understanding of the reablement objectives with sufficient skills and experience
* Service users identifying improved independence, self care and wellbeing
 | **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** | **500** |
| **Response: (*Please note if you are also bidding for Additional Care at Home tender, the evaluation score for this question will be carried over. You will not be required to respond to this question again.)*** |
| **3c** | **Case Study 1****Name:** Jim **Age: 85Accommodation:** private rented**Diagnosis:** Frailty with very early onset dementia and anxiety. Jim has a risk of falling. **Background:** Jim is a white British man; who has a supportive family but they live some distance away. He is supported by Adult Social Care and his GP and has been prescribed anti-depressants and low level antibiotics to manage a recurrent issue with his chest. **Identified outcomes**: Jim would like to:* better manage his self care and personal hygiene
* remain at home in his own home for as long as possible and avoid hospitaladmission
* feel more confident and safe. Jim knows his family worry about him and this worries him.

**Current situation:** Jim is shortly being discharged from hospital following a brief stay due to a severe chest infection.It is known that Jim is self neglecting in his personal care and which also means, due to hoarding, his bathroom, kitchen and bedroom are not readily able to be used for their purpose and present as trip hazards. 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 lacks confidence and generally engages well with services and has recently accepted some home care support, which has supported him to shower twice a week. Changes to his bathroom such as equipment (hand rails) along with improved confidence for Jim would enable him to shower independently. He is sociable and has friends.**Risks** Jim leaves his front door open and will let anyone in (these are mostly people he knows) although this isn’t always the case. Jim’s family worry about this.Jim has short term memory loss and can forget appointments, including ones prior to his hospital admission with his GP which was to provide a medication review.  Jims self neglects and environmental conditions pose a risk to his health and wellbeing (along with specific trip hazards) as well as now a risk to his being able to maintain his tenancy.Jim’s privately rented accommodation has a Court date to request an eviction – due to hoarding and domestic hygieneNeglect of his personal care – also not dressing appropriately for the weather. - How would you support Jim to better manage his domestic situation and risks, and *access the appropriate support*?- How would you ensure that Jim receives a quality person-centred service that not only meets his needs but focusses on his strengths, opportunities for change and improved self care and wellbeing? | **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, including the Councils Occupational Therapy Assistants team and other service providers in the borough?  | **Sub Weighting** | **Minimum score** | **Words****(max)** |
| **5%** | **2** | **500** |
| **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** | **500** |
| **Response: (*Please note if you are also bidding for Additional Care at Home tender, the evaluation score for this question will be carried over. You will not be required to respond to this question again.)*** |