



SERVICE SPECIFICATION SCHEDULE EIGHT (8)

CARE AND SUPPORT AT HOME IN BOURNEMOUTH CHRISTCHURCH AND POOLE

CARERS HOME BASED SUPPORT SERVICE CONDITIONS

1. Introduction

The refreshed National Carers' Strategy: Carers at the Heart of the 21st Century – Families and Communities (2016), sets out the national vision for the future care and support for unpaid family carers. The four priorities include having an independent life alongside caring that will mean different things to different people. As well as personalising services for carers, there is an emphasis on good quality information and support.

In Bournemouth Christchurch and Poole carers have been able to access free home based since the introduction of the Care Act 2014. Feedback from carers has clearly demonstrated the value of these services. This Schedule sets out the requirement for Providers to deliver a home based support service as referenced in the Specification.

The Service provided is without charge for carers assessed as eligible and enables home based support for carers through either a referral from the Brokerage Teams or directly by the Client presenting vouchers that have been allocated to them by the Carers' Service

The conditions below are in addition to those set out in the Service specification for the Care and Support at Home Service.

2. Eligibility to Carers' Services

Individuals who provide care for others and who are not paid directly for this task are considered to be informal carers. In order to access services, a Carer's Assessment will need either to be self-assessed, or completed by a Social Worker/Care Manager to explore the effects of caring on the carer's life and well-being and their feelings about care and choices, together with: health work, study, training, leisure/relationships, social activities and/your goals/housing planning for emergencies (such as carer emergency card schemes).

Following assessment, national Eligibility Criteria will be applied to determine eligibility to Carers Services.

The Care Act 2014 introduces a national eligibility threshold for carers, which consists of three criteria, all of which must be met for a carer's needs to be eligible. The carers' eligibility threshold is based on identifying:

- Whether a carer's needs are a consequence of providing necessary care for an adult;
- To what extent the carer's needs affect their ability to achieve specified outcomes, or puts their health at risk; and
- Whether and to what extent this impacts on their wellbeing.

Carers can be eligible for support whether or not the adult for whom they care has eligible needs.

This Schedule sets out the Specification and requirements for the service that shall be available for all informal Carers who are over eighteen years of age and who have been assessed as eligible following a Carers' Assessment.

3. Aims of the Service

In line with the Better Together Initiative Valuing Carers in Dorset 2016-2020, the service aims to.

- 3.1. Provide personalised support for carers and those receiving care.
- 3.2. Provide support to carers so they are able to stay mentally and physically well.

4. Service Description and Scope

- 4.1. The Provider shall provide a service to Carers on presentation of vouchers or through referral from Bournemouth Christchurch and Poole Brokerage Teams (see Service Specification Schedule 4).
- 4.2. The Provider shall deliver the Service in line with the conditions set out in Specification for the provision of Care and Support at Home (Service Specification Schedule 1).
- 4.3. The Service is in place for all Adults over the age of 18 who have been assessed as eligible according to clause 1 of this Contract Schedule.

5. The Role of the Care and Support Provider

5.1. The Provider shall deliver the Service which may include the following:

- Basic meal preparation
- Shopping
- Housework

This list is not exhaustive.

- 5.2 The Service is in place to support the Carers' peace of mind whilst they take a break from the caring role, and may include elements of personal care and administration of medication for the cared-for person.
- 5.3 The Provider shall ensure that a delivery care plan is completed for each Carer in receipt of the Service and, if personal care is included for the cared-for, then a second delivery care plan shall be completed.
- 5.4 The Provider shall ensure that if the care is being arranged using vouchers that vouchers presented to them are valid for the date support is Provided.
- 5.5 The Provider shall collect one voucher for each hour of Service delivered unless the Home Based Support is arranged by the Brokerage Team.
- 5.6 The detail of the service shall be agreed between the Provider and the Carer in receipt of the Service including that the Provider shall deliver the service at a time to be agreed with the Carer.
- 5.7 The Provider shall identify opportunities to signpost the Carer to a range of assistive technology equipment may help the person in their caring role.

6 Outcomes

- 6.2 The Provider through provision of a quality service shall enable Carers to have time off from their caring role.
- 6.3 The Provider through provision of a quality service shall enable Carers to engage in social activity for limited periods.
- 6.4 The Provider, through provision of a quality service, shall contribute to the maintenance of Carers' well-being.

7 Referral Process

There are two ways in which the Service may be Purchased. See referral processes, Service Specification Schedule Four.

- 7.2 The Service shall be commissioned either by the Carer or the Commissioner's Brokerage Team in units of one hour.

7.3 Carers may approach the Provider directly to redeem their allocated vouchers and may commission up to 120 hours of Home Based Support directly from the Provider according to their needs.

7.3.1 In this instance, the Provider and the Carer shall arrange mutually convenient dates and timings when the service visits will be delivered.

7.4 The Commissioning Partners' Brokerage Teams may directly refer Carers for up to 120 hours of Home Based Support;

7.4.1 The first hour of the Service will be used for an initial assessment by the Provider to agree the parameters of the Service.

8 Service Cancellation

8.2 If the Service has been commissioned directly between the Carer and the Provider, the Provider shall advise the Carer directly if a planned visit needs to be cancelled. The Provider shall give the Carer as much notice as possible if the planned visit is to be cancelled but no less than one week's notice.

8.3 If the Service has been commissioned by the Commissioner's Brokerage Team the Provider shall notify the Brokerage Team if the planned visit needs to be cancelled. The Provider shall give the Brokerage Team as much notice as possible but no less than one week's notice.

8.4 The Provider will have in place a no response-policy in line with clause 19.6 of the Service Specification Schedule Two, to include the following:

8.4.1 If the Service has been commissioned by the Commissioner's Brokerage Team the Provider will notify the Brokerage Team if there is no response from the Carer at the time of the planned visit.

8.5 The Carer will be expected to notify either the Provider directly (if the service is commissioned directly in line with clause 7.2) or the Brokerage Team (if the service is commissioned directly in line with clause 7.3), providing not less than 24 hours' notice, when there is a need to cancel the service.

9 Payment

9.2 Payment for the service will be in line with Payment Conditions 2 and 7 set out in the Service Specification Schedule Two, Payment and Invoicing

10 Monitoring

10.2 Monitoring of the Service will be in line with Condition 31 of the Specification, Schedule Two.