

HOMECARE IN SOMERSET

An integrated approach

Post tender launch: 06 January 2017

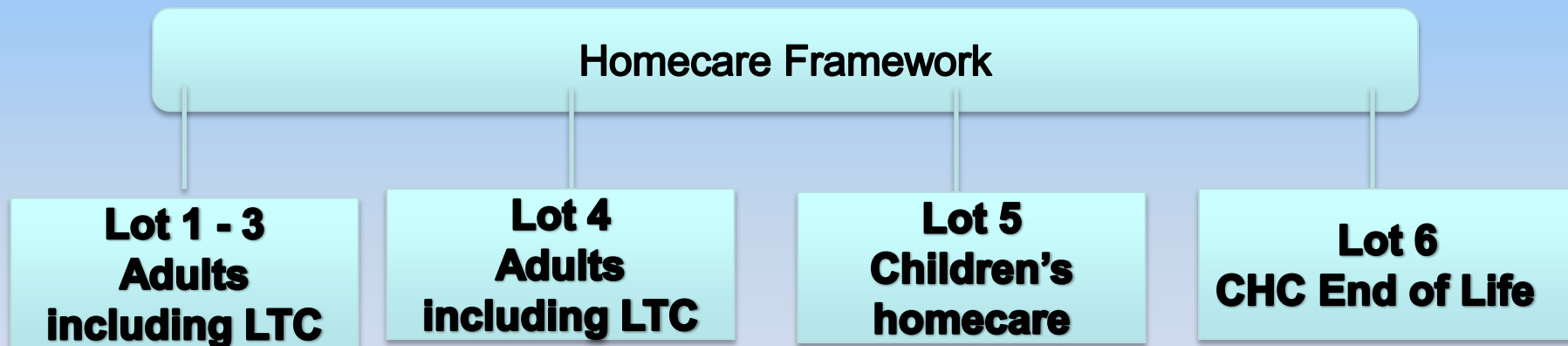
Format of today

- Welcome & Agenda
- Discussion on the tender
- Brief break
- Questions and Answers

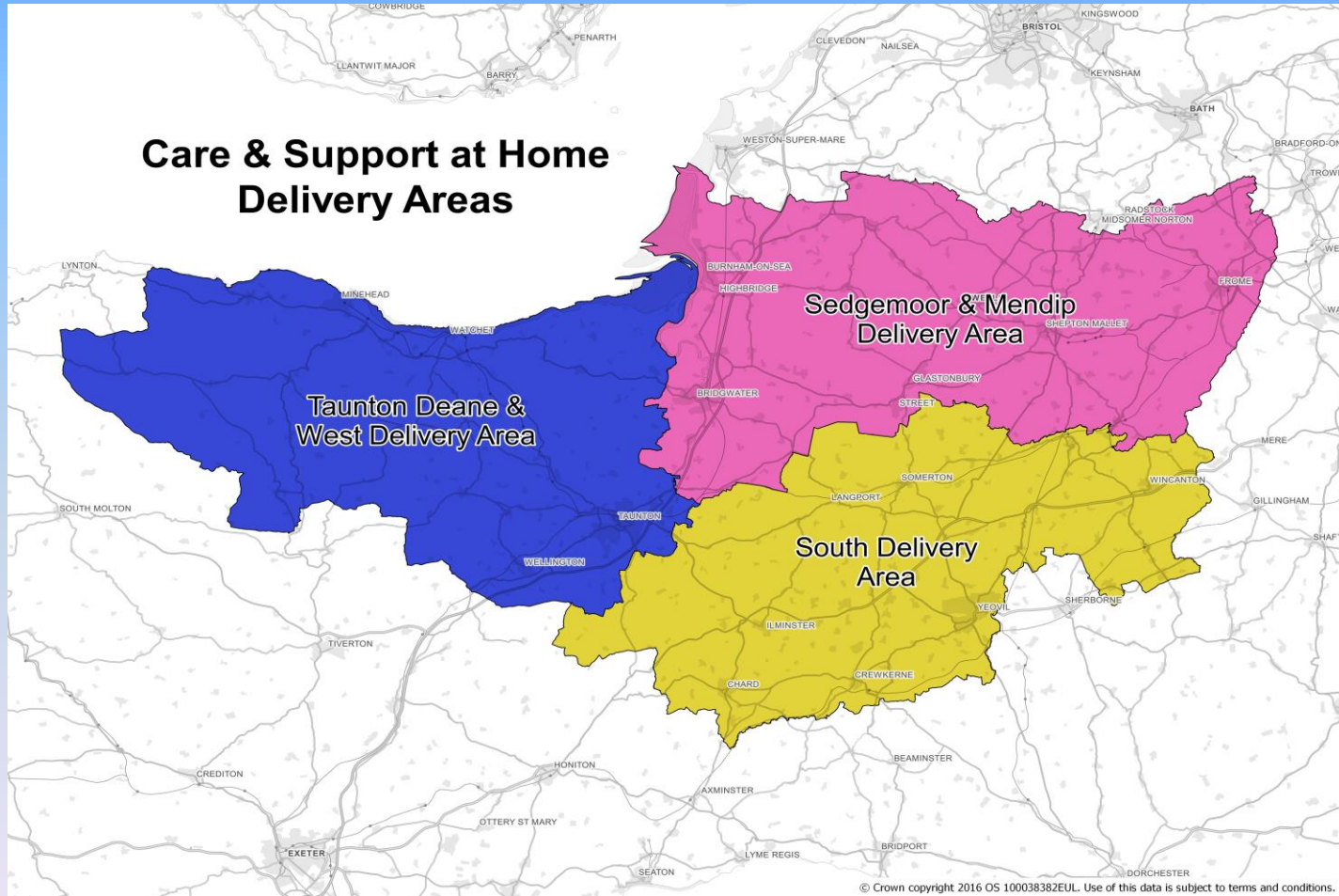
Agenda

- Welcome
- Somerset Homecare Framework
- Delivery areas
- Activity data
- Key performance criteria
- Pricing
- Capacity requirements
- Process / Pathway
- Timetable
- Proactis registration

Somerset Homecare Framework



Delivery Areas



What services are being commissioned

- ASC & Long Term Conditions through Lot 1 to 3
- ASC & Long Term Conditions also through Lot 4
- Children's Services packages through Lot 5
- Lot 6 will be use of End of Life Fast Track

- Mental Health packages of care could also go through the framework, i.e. CAHMS through Lot 5, as well as ASC or CHC packages through Lots 1 to 4.

Volume of service

The volume of service activity is an estimate based on historical data although the Service Purchaser gives no commitment to meet these volumes and these are not committed levels of work under this contract.

People already in receipt of assessed care at the start of the new contract will remain with their current provider unless:

- Through personal choice they wish to change to a provider on the framework
- An Assessment takes place

Activity data (current)

	Taunton Dean and West	Sedgemoor and Mendip	South
Lots 1 - 4	7000 hr pw	7360 hr pw	7738 hr pw
	Somerset		
Lot 5	370		
Lot 6	4725		

Activity Data (new)

Lots	Monthly referral activity
Lots 1, 2, 3, and 4: Tier 1 and 2 ASC and LTC	99
Lot 5: Children Services	4
Lot 6: End of Life	42

Key Features of Tiers

Key Features of Tier 1

- Providers will be able to secure the volume of business.
- Ability to see the packages of care first
- Tier 1 will open periodically when additional capacity is required

Key Features of Tier 2

- Open Framework for Tier 2, therefore providers can join at anytime throughout the life of the framework
- Lighter touch process making the framework more accessible for small local organisations.

Tier Structure

- Tier 1 – Up to 8 providers in each of lot 1, 2 & 3
- Tier 2 / Lot 4– Unlimited number of providers
- Lot 5 – Unlimited number of providers
- Lot 6 – Unlimited Number of providers

Framework call-off criteria

- Tier 1 providers will receive all referrals in the first instance.
- The referral will include an anonymised Request for homecare
- Providers will need to respond within a specified timeframe if they can meet the individuals needs
- Providers will be evaluated on the following criteria:
 - Start Date
 - Price (against set range)
 - Competency e.g. Dementia, End of Life, Nurse Led, Medicine Policy Level
- If Tier 1 providers are unable to meet the requirements, referrals will be sent to Tier 2, who will go through the same process

Key Performance Criteria

Where the following KPI s have not been met within year (apart from KPI 5 which will be actioned immediately) the Provider could be moved to Tier 2 as long as the Provider is an Approved Provider for Tier 2. If this is not the case the Provider will be able to register for Tier 2 if they wish.

- KPI 1 Bidding for business 80%
- Consistent bidding for business is required within the Delivery Area.
- Providers will be required to bid for a minimum of 80% of the work for the Delivery Area.
- KPI 2 Ability to meet start date 80%

Key Performance Criteria

KPI 3 Time critical tasks 98%

**Consistent ability is required to meet time critical tasks
Providers will be required to meet a minimum of 98%.**

KPI 4 Meeting attendance 90%

**Providers will be committed to sending appropriate
representation to actively participate in the following Meetings :**

- **Strategic Development Partnership Board**
- **Local Operational meetings**
- **Homecare provider forum**
- **Local community support forums**

Key Performance Criteria

KPI 5 Performance

Where there are service risks, including whole service concern, CQC rating of 'Inadequate' or 'Requires Improvement' the criteria within the SCC Contract, Risk Management and Quality Policy will be actioned. The Provider will be suspended from the Homecare framework, until they have met the requirements in the improvement plan. If these requirements are not met, the Provider may be removed from the Homecare framework.

Capacity Requirements

- **Service purchasers are wanting to have a spread of provision across the area(s) to be able to fulfil the requirement of domiciliary care within them**
- **Recognise that there will be challenges with a move from current or not operating in areas, to a new delivery area.**
- **Intention is not to have a “revolving door” of tier 1 and tier 2, we would hope that it is fairly static**

Homecare Pathway

Sheets available on tables and in the tender pack

Shows the route / process of using the electronic system

Looks more confusing than it actually is!

Simple principals which apply to all lots & tiers.

- Alerts will go out
- Respond if you can meet need within the allotted time (usually 2 days)
- If you can't meet, don't respond.

Pricing

Day	£15.39	£16.89
Night response up to 6 hours	£15.39	£16.89
Night 6 – 9 hours		£124.00
Carer Response	£14.86	£16.89
24/7 Live-in		£675

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Tender Process and Proactis

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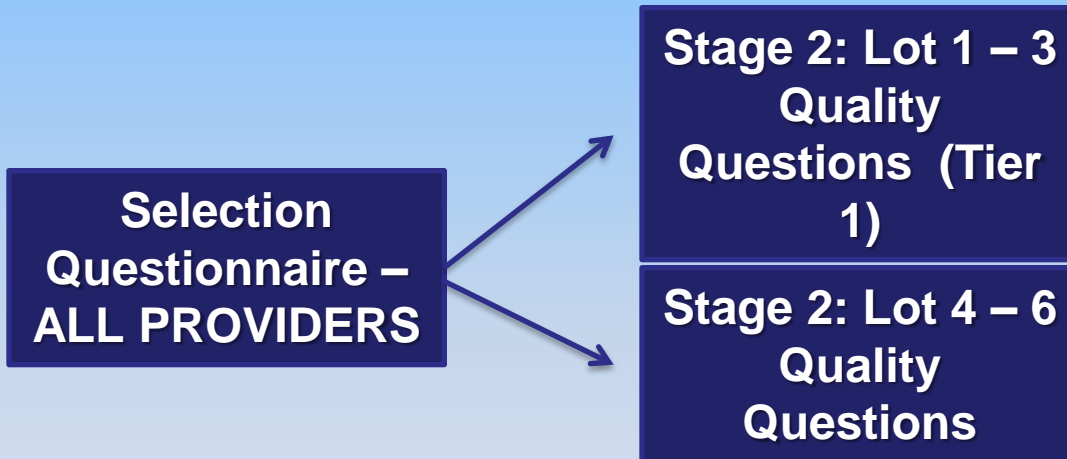


Process for the Homecare Framework

- Providers will be required to register an account on Proactis (If you already have an account because you are on LDOF or SAF Online you **do not** need a separate account)
- All providers will need to complete Stage 1: Selection Questionnaire (previously Pre-Qualification Questionnaire)
- Each Tier will have a set of Quality Questions to respond to
- All Quality Questions will then be evaluated by a panel

Registration and Tier Selection

Outcome



**CALL-OFF
PROCESS**

Register an Interest

- The Opportunity is advertised on ProContract and Proactis
- The tender documents are available on ProContract
- You must register an Interest on PROACTIS to be sent the Stage 1: Selection Questionnaire
- EOI'S ON PROCONTRACT WILL NOT BE MONITORED

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Stage 1: Selection Questionnaire

- Once you have registered an interest in the Opportunity on Proactis, you will be sent the Selection Questionnaire
- Please note that this is not an automatic process, it is a manual process so if you do not get it straight away don't panic!
- You will receive an email with a link, please follow this which will take you through a 10 step process.
- Step 6 is where you will find the Selection Questionnaire.
- Even if you have already got an account set up on Proactis you will still need to follow these steps.

Stage 2: Quality Questions

- **Once you have completed Stage 1 you will become a 'Registered Provider'**
- **You will then be sent Stage 2: Quality Questions, these will differ between the Lots as follows:**
- **Lot 1 – 3 : These will be sent on 19th January and you will have until 10th February to complete them.**
- **Lot 4 & 5 : These will be sent within 10 days of submitting a compliant Stage 1 : Selection Questionnaire. There is no time limit as to when you need to complete these by.**
- **Lot 6 : These will be sent once the Lot is 'Live' and all providers who registered an interest in this Lot will be notified in due course.**

Current/New Care Packages

- Existing care packages will not be affected by the new framework
- SCC will issue new spot contracts to their providers with updated Terms and Conditions to cover existing care packages.
- From 27 March 2017 all new care packages will be commissioned through the Homecare Framework. If you would like to be considered for any new care provision then you must be registered and approved on the framework.

Break

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Questions and Answers

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