

Appendix A - Care & Support in Extra Care Housing – Poppyfields

Specification

Contract Reference:

RETURN OF INVITATION TO TENDER RESPONSE

The closing date for tender submissions is:

12 noon on 03/12/2020

<http://www.the-chest.org.uk>

Tenderers must read the “Instructions for Tenderers” attached on The Chest.

CONTACT AND QUERIES

If any tenderer wishes to raise any queries which may have a bearing on the offer to be made or have any specific questions regarding this process, please liaise with Wirral Council Corporate Procurement **via The Chest** at the earliest opportunity, and in any case **not later than 12 noon, 3 working days prior to the closing date**. Questions raised after this time may not be responded to. Tenderers must ensure anonymity when raising questions.

Tenderers are advised that where such enquiries have been made, and it is appropriate to do so, the Council will distribute to all tenderers a copy of the enquiry and the written reply, with anonymity preserved, via The Chest. It is the tenderers responsibility to ensure that they check for any new information.

PLEASE DO NOT CONTACT OFFICERS VIA ANY OTHER METHOD AS A RESPONSE WILL NOT BE PROVIDED.

Tenderers or bidders are required to indicate those parts of their submission that they regard as commercially sensitive in the event that information requests are received from third parties.

USING THE CHEST

Supplier Guides on how to use The Chest can be found by clicking on the “Help” button at the top right hand side of the screen.

In the event of any TECHNICAL problems using The Chest, please contact:

nwsupport@due-north.com

Telephone: 0845 293 0459
(08:30 - 17:30)

Section 1 – Liverpool City Region (LCR) Flexible Purchasing System (FPS) for Care and Support in Extra Care Housing (ECH)**1.1 Call off (mini competition)**

This is an individual specification specific to an Extra Care Scheme it works in conjunction with the FPS to which you are signed up to for Care & Support in Extra Care Housing.

When using a mini competition, the evaluation criteria for that specific service will be advertised with the individual call off. All mini competitions will be evaluated against the evaluation criteria in section 5 of this document.

If there is any conflict between the two specifications, this individual specification will take precedence.

1.2 Scope

This contract is primarily for delivery of goods or services on behalf of Wirral Council. Wirral is a Metropolitan Borough of Merseyside in the North West of England with a population of approx 300,000 over 60 square miles. Further information about Wirral is available on our website (www.wirral.gov.uk).

Wirral Council Adult Social Services Commissioners and the NHS Wirral Clinical Commissioning Group have come together under the brand “Wirral Health & Care Commissioning” WHCC (*whilst retaining separate legal entities*). Wirral Council is lead commissioner for his service. For the purpose of this part of the document the term WHCC will be used

Extra Care Housing is designed to accommodate people who need to be able to access care and support over a 24-hour period based upon assessed individual need and therefore not all interested applicants will qualify for this type of housing.

To be eligible for Extra Care Housing, applicants.

- Will have a local connection with Wirral through residence, family or employment;
- Will be adults with care and support needs who meet the eligibility criteria under the Care Act 2014; [and/or](#)
- Be an older carer with a son, daughter or dependant with a learning/physical disability who requires care and support.
- Must agree to be financially assessed to determine if they should make a contribute towards the 24-hour support that is available.
- Will have an identified housing need for Extra Care
- Couples are eligible for Extra care where both parties meet the criteria outlined below. Or if only one of the couple meet the criteria then in addition the spouse or partner of the applicant should normally be aged 50 or over though cases will be considered on a case by case basis).

- Will need to be aged 55 years or over (however, someone below this age with a long-term disability, for example following a stroke, will also be considered for the rented units on a case by case basis); and the criteria will be applied flexibly and will be person-centred (i.e. focusing on the individual and the principles of respect, dignity and choice).

Extra Care Housing offers residents the security and privacy of their own home with a range of facilities on the premises. Within Extra Care schemes, we aim to ensure that residents will have a range of dependency levels which are reflected in the care and support service specification and are as follows.

- 30% of residents who require low levels of care and support (0 up to 5 hours per week)
- 40% of residents who require medium levels of care and support (5 up to 15 hours per week)
- 30 % of residents who require high levels of care and support (alternative to residential care) (15+ hours per week)

Depending however on the number of cases and the priority of applicants, this remains flexible to respond to demand.

Wirral NHS Health & Care Foundation Trust (WCT) & Cheshire Wirral Partnership (CWP) who acts on behalf of the Council will assess, match, and prioritise people to available vacancies in Extra Care Housing in Wirral, as per Wirral allocation procedure.

The NHS Trust will review the current level of need in each scheme as per above, to ensure where possible the optimum balance is maintained.

CQC define extra care housing as purpose-built (or purpose adapted) single household accommodation that is owned or occupied under an occupancy agreement. The accommodation is in a building or campus of similar households specifically designed to facilitate the delivery of care to people, either now or when they need it in the future. These schemes are also known under other labels; for example 'sheltered housing' or 'assisted living', or 'retirement homes' Supported living and extra care housing are where:

- People live in their own home and receive care and support to promote their independence.
- Care and support can be continuous or periodic, but is always tailored to meet the supported person's individual needs.
- It should enable people who need personal care to live as independently as possible in accommodation that is genuinely 'their own'.
- There is a real separation between the care a person receives and their accommodation.
- The legal agreements for the provision of care and accommodation are separate.

https://www.cqc.org.uk/sites/default/files/20151023_provider_guidancehousing_with_care.pdf

The Care Act 8.36 says "Where the care planning process has determined that a person's needs are best met in a care home, the local authority must provide for the person's preferred choice of accommodation, subject to certain conditions. This also extends to shared lives, supported living and extra care housing settings.

Determining the appropriate type of accommodation should be made with the adult as part of the care and support planning process <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#using-the-care-act-guidance>

Standards. The Contractor will be CQC Registered as a Domiciliary Care Agency at the time of bidding and for the duration of the Contract with a rating of good or outstanding URL link. <http://www.cqc.org.uk/organisations-we-regulate>.

The service will have a Registered Manager recruited under the checks in Schedule 3 of Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Contractors who are also the landlord / acting for the landlord will satisfy National Development Team for Inclusions (NDTi) 'Real Tenancy Test', that there is a genuine separation.

https://www.cqc.org.uk/sites/default/files/20151023_provider_guidance-housing_with_care.pdf

<https://www.ndti.org.uk/resources/publications/the-real-tenancy-test1>

1.3 Contract Duration

The duration of the Contract is [3] Years Starting [15 March 2021, Ending 15 March 2024], [+ 2 (1 x 12 + 1 x 12) month extension options taking the Contract up to 15 March 2025 / 2026]. (subject to scheme being ready for handover)

The contract includes a right for the Council to terminate it on a "no fault" basis on not less than 12 months' notice in writing. This is included as the Council constantly reviews its strategies, needs to be flexible and to be able to respond to developments and the vision of Wirral Health & Care Commissioning (Wirral Council) WHCC and the NHS Wirral CCG

Section 2 – Wirral Specification

2 Specification

This specification is for a Contract to provide a 24/7 Care and Support Service at [Poppyfields Extra Care Housing (ECH) based in Saughall Massie, Wirral.

The ECH is provided separately through a landlord [Alpha Living]. The scheme has [78 self-contained Flats (one & two bedrooms) of which at the time of going out to tender [0] have a Care and Support Plan and 100% have access to technology to summon help in the event of an emergency. During the Contract period, the Purchaser will be working with the Landlord to increase the number of flats occupied by tenants meeting the Care and Support Service eligibility criteria

In Extra Care Housing Schemes, people who have been identified as having a care need (of whom will meet the eligibility criteria for care services), live within their own self-contained flats, Appropriate support, including personal and social care and support provision is provided by staff employed by the care provider, in accordance with an on-going

assessment of need. This domiciliary care is provided with a reablement focus (where appropriate), to each individual in their own home, by promoting their independence and well-being.

The Care Provider is to ensure 24-hour background support is available in the scheme to all residents (Band 1). In addition to the 24 hours support some residents will also receive additional support based on assessed level of need. These are categorised into 5 care bands as per below.

Band 1	Band 2	Band 3	Band 4	Band 5
Between 0 and ½ hour	Over ½ and up to 5 hours	Over 5 and up to 10 hours	Over 10 and up to 15 hours	Over 15 hours

The Service will ensure that at all times at least one member of staff is on site which will be kept under review. This will include waking night staff that will be required to carry out planned care tasks and respond to emergencies throughout the night

WHCC is looking to procure Care and Support services from Providers with an appetite for transformation, innovation, and a strong ethos of collaborative working.

The Care Provider is to be at 50% staffing capacity on 15th March 2021 with 100% staffing within 8 weeks from 15th March 2021

WHCC reserves the right to review the services to be provided in respect of this specification as the Health and Social Care economy develops within the lifetime of the contract.

2.1 Service Model

The provider will employ a service model which:

- Ensure care staff are available within the Extra Care Housing scheme 24 hours a day, 7 days a week, 52 weeks a year to provide appropriate care and support to the people who live there
- Have a designated Care Coordinator / Senior Officer for the scheme
- will be responsible for monitoring installed telecare and responding to emergency calls from pendants, pull-cords, falls monitors, bed sensors, etc.
- delivers the objectives and outcomes of the service detailed below
- ensures collaborative working and communication with other services to provide a seamless service for the service user
- forms part of a seamless continuum of services linking health & wellbeing promotion, preventative services, primary care, community health services, social care, and support for carers and acute hospital care
- works with the re-ablement model to support people using the service to achieve personal goals and achieve as high a level of independence as possible for their own particular circumstances.

- h. facilitates engagement of the person being supported (at an appropriate level in relation to their need and ability) in day to day activities, including self-care, to ensure independence
- i. works with local health professionals (including GP practices) to ensure the medical needs of people using the service are met, including access to medication or other supplies they may need
- j. Adapt a Trusted Assessor approach by working collaboratively with key partners to promote independence, reduce dependency and work collaboratively on streamlined business processes.

2.2 Objectives and Outcomes

The **objectives** of this service are to:

The provider will employ a service model which:

- a. ensures collaborative working and communication with other services to provide a seamless service for the service user e.g. linking health & wellbeing promotion, preventative services, primary care, community health services, social care, and support for carers and acute hospital care
- b. ensures a person-centred approach, appreciating the experiences of individuals and their cultural needs
- c. provides a response service to people using the 24-hour call service
- d. encourages relatives and carers to take an active role in supporting the customer
- e. ensures a reablement focus to maximise each customers potential for independence, with appropriate support to regain an optimal level of functional independence and encouraging self-care wherever possible.
- f. ensures the safety and dignity of people using the service
- g. monitors day to day changes in people's capacity, and responds to changing needs as necessary
- h. encourages and facilitates people's participation in activities both within the scheme and the wider community

The Provider will deliver the Services in such a way to achieve the outcomes set out below:

- **OUTCOME 1 - Improved health and emotional wellbeing:**
Services will promote and facilitate the health and emotional well-being of Service Users who use the service.
- **OUTCOME 2 - Increased choice and control:**
Service Users, and their careers, have access to choice and control of good quality services, which are responsive to Service User needs and preferences.
- **OUTCOME 3 - Improved quality of life:**
Services will promote independence, and support Service Users to live a fulfilled life making the most of their capacity and potential.

- **OUTCOME 4 - Feeling safe, secure and free from discrimination or Harassment.**
Users have equal access to services without hindrance from discrimination or prejudice; they feel safe and are safeguarded from harm.
- **OUTCOME 5 - Maintaining personal dignity and respect:**
Services will be sensitive to personal beliefs and preferences and will respect confidentiality, helping to preserve dignity at all times.
- **OUTCOME 6 - Making a positive contribution:**
Service Users who use the Service are encouraged to participate fully in their community and feel that their contribution is valued equally with other people.
- **OUTCOME 7 - Economic wellbeing:**
Service Users are not disadvantaged financially and have access to economic opportunity and appropriate resources to achieve this.

These outcomes will also demonstrate:

- That people have real control over their care and support, actively engaging residents, carers, local communities and partners in the co-design and development of support packages.
- The difference that they are making to people's lives through an asset-based approach celebrating and facilitating people's gifts, talents and aspirations.
- That they seek solutions that actively plan to avoid or overcome crisis and focus on people within their natural communities, rather than service and organisational boundaries.
- That they enable people to develop networks of support within the Extra Care scheme and increase local community connections.
- That they take time to listen to a person's own voice, particularly those whose views are not easily heard.
- That they fully consider the needs of the family and Care & Support at Home workers when planning support and care.
- That they ensure that support is culturally sensitive and relevant to diverse communities.
- That they take into account a person's whole life, including their physical, mental, emotional, and spiritual requirements, including insight into an individual's past, present and future aspirations.

The Provider will ensure that care and support is delivered by skilled and compassionate workers, employed by providers who offer excellent services to Wirral residents based on responsible and supportive employment practise, in return for a comprehensive and evidenced reward and support package.

2.3 Service Requirements

The provider must:

- a) Be able to demonstrate expertise in and / or experience of providing domiciliary care services and or in Extra Care Housing
- b) Possess the appropriate CQC registration and rated either “good” or “outstanding” as per the compliance set out in the FPS.
- c) Ensure staff have appropriate professional registration and maintain the required standards through on-going professional development
- d) Ensure staff possess appropriate qualifications, have access to regular training and supervision to fulfil their role, including moving / handling and use of relevant equipment
- e) Ensure staff are fully aware of current North West Safeguarding policy and procedure <https://wbcnet.wirral.gov.uk/sites/default/files/media/docs/Business%20Support/Adult%20Social%20Services/Adult%20Social%20Services%20Policies%20and%20Procedures/North-West-Safeguarding-Adults-Policy-V4-9-2.pdf>
- f) appendix B)
- g) Ensure appropriate administrative systems, processes and recording using electronic support planning / Call monitoring systems
- h) Ensure appropriate performance measurement and reporting
- i) Ensure an appropriate line management structure for delivery of the service
- j) Ensure clinical and professional governance for the service
- k) Ensure a staffing model which provides 24-hour cover within the Extra Care scheme
- l) Ensure a risk assessment framework (with mitigations) to safely support staff end users for the periods of time that the service is operating
- m) Work with the housing provider to ensure care starts on the date the individual moves into the scheme
- n) Work in partnership with Wirral Health & Care Commissioning, Social Care Partners, other professionals, carers and family members to review people's support on a regular basis. The person being supported must be central to this
- o) Capture and record agreed activity and monitoring reports (to be agreed) demonstrating successful outcomes in line with organisational requirements in relation to each person supported using electronic support planning and call monitoring
- p) Co-operate with all reasonable requests for data capture, reporting and audit in line with commissioner and monitoring requirements
- q) adhere to the Allocations Procedure for Extra Care schemes within the Wirral.
- r) Encourage participation in service user led / social activities within the scheme and local community
- s) Demonstrate good working relationships with key stakeholders
- t) Facilitate introductory visits of new potential tenants
- u) Support residents with nutritional needs including support to access the restaurant

2.4 Charges and housing management

- a. There is zero cost for the use of the property for the provision of Care & Support at Poppyfields on the basis that the Care Provider signs a partnership agreement with the Housing Provider which defines roles and responsibilities.(draft attached, still to be finalised) The arrangement will be with the Housing Provider “Alpha Living”
- b. The Care Provider will have a shared occupancy/office accommodation alongside any staff that may be on site from the housing provider.
- c. The Poppyfields site will also be used as a local headquarters for “Alpha Living”

Section 3 – T & C’s Works Order

3.1 Details of Flexible Purchasing System: Care and Support in Extra Care Housing and Local Communities (Liverpool City Region 2018)

These Terms and Conditions apply to each Individual Contract entered under the Flexible Purchasing System see specific work order for Poppyfields

Section 4 – Performance Indicators

ID	KPIs/AMs	Unit
KPI 1	Supporting a balance of levels of need based on 30% high, 40% Medium & 30% Low needs	%
KPI 2	Time critical calls within 30 minutes	%
KPI 3	Reliability of Delivery - Frustrated Calls	No.
KPI 4	Reliability of Delivery - Missed Calls	No.
KPI 5	Reliability of Delivery - Late Calls (>30mins of start time)	No.
KPI 6	Outcomes	n/a
KPI 7	Trusted assessor - Reviews completed in 5 days	%
KPI 8	Trusted assessor - Annual Reviews completed	%
KPI 9	Trusted assessor - Reviews - Cases increased	%
KPI 10	Trusted assessor - Reviews - Cases decreased	%
KPI 11	Satisfaction Survey - Service Users – Annual	%
KPI 12	Satisfaction Survey - Provider Staff – Annual	%
KPI 13	No of complaints	No
KPI 14	No Safeguarding	No

Section 5 – Evaluation

3.1 Evaluation

The award of this Contract will be on the basis of:

Quality 100%

The evaluation may consist of 2 stages:

- ITT submission / method statement
- Interview see 3.3

3.2 Scoring Mechanism

The scoring mechanism for scored questions in this tender will be as follows: -

Score	Rating	Definition
0	Unacceptable	Nil response or no relevance to the requirement
1	Poor	Response has insufficient relevance and provides no detail or explanation of how the requirement will be met
2	Inadequate	Response has partial relevance and addresses some aspects but with deficiencies with the detail or explanation of how the requirement will be met
3	Acceptable	Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.
4	Good	Response has significant relevance and is good overall. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.
5	Excellent	Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full. Response adds value and may contain innovative solutions

If tenderers score less than a 3 on 2 or more of the method statements, Wirral Council reserves the right to exclude the tenderer.

Compliance questions - Tenderers are required to confirm their level of compliance with each of the requirements selecting the appropriate box. The Compliance questions will be marked as *pass* or *fail*. If you do not "Fully Comply" with any of the requirements, please provide details of why in the "Comments" section on the Online Supplier Questionnaire where the Evaluation Team will consider if your response is acceptable.

3.3 Interviews

Clarification Interviews will be held week commencing 14th December 2020 You may be selected for interview so please keep this date free. There will be no presentation required at the interview.

Although not scored on a separate basis, the session will be used to verify the tender submissions. As such, scores achieved during the written Tender evaluation may be adjusted down and the consolidated score of a Bidder amended.

Section 6 - Method Statements

MS No.	Weighting %	MS Description
1	35	Please outline the innovative and creative methods you will use to deliver the specified service, including structure, management, administrative and care staff, on call, and out of hours availability (including arrangements for planned and unplanned absences) <i>(1000 words max)</i>
2	20	Please describe your mobilisation plan for this scheme and how you would ensure you have adequate staffing levels to assist full capacity within 8 weeks of scheme opening (500 words max)
3	20	Please describe how you respond to individual customer needs and requests, encourage their independence and positive risk taking, and lessen social isolation. Please provide examples <i>(700 words max)</i>
4	15	Please describe your approach to working collaboratively and flexibly with both partners and commissioners. Provide examples, including conflict resolution <i>(500 words max)</i>
5	10	Please tell us how you ensure good communication with customers, families, and partners, including customer experience and feedback. Please give examples <i>(250 words max)</i>
Weightings must total 100%		

Section 7 - Pricing Schedule

Pricing Schedule

Poppyfields requires 24/7 presence broken down as:

- Block Night-time support – 63 hours per week
- Block Day time support – 105 hours per week

The Provider will receive a block payment for the **168 core hours** and will be expected to submit actuals for all support provided, Providers will be paid for any additional hours over the above core

Properties will be allocated on the basis below,

- 30% of residents who require low levels of care and support (0 up to 5 hours per week)
- 40% of residents who require medium levels of care and support (5 up to 15 hours per week)
- 30% of residents who require high levels of care and support (alternative to residential care) (15+ hours per week)

The current rate payable for this contract is **£13.60/hr** from April 2020 to 31st March 2021. The Council is currently paying an enhanced rate of **£14.66** for providers who have committed to paying the Real Living Wage of £9.30 to front line staff up to 31st March 2021. Thereafter this is subject to annual review and fee setting by the council

Providers are expected to submit actuals based on service delivered via Provider Portal. Invoices are paid at the end of each 4-week period detailed in the table below.

<u>Domiciliary Care, Re-ablement, Extra Care & Mobile Nights 2020/21</u>	
Period No	Period Dates
1	02/03/2020 - 29/03/2020
2	30/03/2020 - 26/04/2020
3	27/04/2020 - 24/05/2020
4	25/05/2020 - 21/06/2020
5	22/06/2020 - 19/07/2020
6	20/07/2020 - 16/08/2020
7	17/08/2020 - 13/09/2020
8	14/09/2020 - 11/10/2020
9	12/10/2020 - 08/11/2020
10	09/11/2020 - 06/12/2020
11	07/12/2020 - 03/01/2021
12	04/01/2021 - 31/01/2021
13	01/02/2021 - 28/02/2021

Section 8 - Declaration

I/We the undersigned, hereby quote to supply the goods / service / products detailed in this tender, at the respective prices quoted. (Prices must not include VAT).

I certify that as far as I know, the information I have supplied is accurate.

I/We agree that this tender shall remain open to be accepted or not by the Council for a period of six months from the closing date for the receipt of tenders.

I/We agree that the Council may discontinue the tendering arrangements at any time before a tender has been accepted.

I/We accept the specification and standard terms and conditions embodied in the request for tender and undertake to be bound by them if my/our tender is accepted by Wirral Borough Council.

I/We certify that I/we have not now or will in the future, canvassed or solicited any member, officer or employee of the council and any other companies in the group of which the council forms part, in connection with this tender and that to the best of our knowledge and belief no person employed by me/us or acting on my/our behalf has done such an act.

I/We understand that the Council is not bound to accept any tender and will not be liable under any circumstances whatsoever for the costs I/we have incurred in preparing the tender.

The tender submitted herewith is a bona fide tender intended to be competitive.
We have not fixed or adjusted the amount of the tender by or under or in accordance with any collusive agreement or arrangement with any other person.

NAME OF CONTACT:	
DESIGNATION:	
COMPANY NAME:	
ADDRESS (including postcode)	
TELEPHONE:	
FAX:	
EMAIL:	
SIGNATURE:	
DATE:	

