

**Follow up Report for Wirral Health Overview and Scrutiny Committee
Dynamic Purchasing System (DPS) for Continuing Healthcare (CHC)
in Cheshire and Wirral**

1 Introduction

- 1.1 A report was first brought to the Overview and Scrutiny Committee (OSC) in September, at the request of the OSC, to provide detailed information about the introduction of a Dynamic Purchasing System (DPS). The system was introduced in June 2017 by the five Cheshire and Wirral CCGs with the aim of coordinating and ensuring consistency in the way in which nursing home and care at home services are procured for patients eligible for Continuing Healthcare funding.
- 1.2 Members asked for a follow on report, with examples of how the system functions in Practice.
Since the last report was presented, the OSC Chair, Healthwatch Chief Officer and WUTH Associate Director of Nursing/Patient Experience Lead have visited Midlands and Lancashire Commissioning Support Unit's Adam Placement Hub. This visit allowed them to see the system first hand, meet the team and ask any questions about its use for Wirral patients.

2 Background

- 2.1 The Adam Placement Hub team are responsible for co-ordinating responses from providers able to meet a patients care requirements which are placed on the system by the CHC team nurses. Once responses are received, they will liaise with the referring clinician or hospital discharge team to advise of the outcome and which provider(s) can be offered. They will ensure a pre-admission assessment takes place if needed and ensure a service agreement (contract) is in place with the provider that is awarded the care package
- 2.2 All patients are supported by the clinician that makes the referral who will discuss any preferences with the patient and their family, this includes a preferred postcode area or home and capture this on the fast track or discharge support tool documentation before submission to the CHC team. A patient information leaflet is provided to support these conversations, this leaflet has recently been revised following feedback from readers and a copy is attached for member's information.
- 2.3 No Homes with an 'L' or 'PR' or 'WA 5, 8, 9, 10, 11 or 12' Postcode are offered for Wirral patients unless specified by the patient/ family.

- 2.4 All responses from providers are sent to the Duty Nurse of the CHC team for a decision on which provider(s) can be offered. This decision is in line with operating principles put in place by the CCG; however, local clinicians can go outside of these principles when justified.

3. Wirral Patient Packages sourced to date through the DPS

- 3.1 The charts below provide information on all care home packages awarded to providers through the system for Wirral patients, from the system going live up (June 2017) to the end of December 2017.
- 3.2 A total of 73 packages of care have been sourced through the DPS during this period for Wirral CCG patients. No packages have been placed with a provider that has a quality score of less than 80%. The quality score is made up by the providers CQC rating. The system uses this score to feed the algorithm which looks at costs and quality to score providers offers on new requirements. A quality score of 80% represents five orange ratings on a Providers CQC inspection.
- 3.3 The CQC score is used for the algorithm as this is a consistent measure across the Cheshire and Wirral CCG areas.
- 3.4 The LA and the CCG work as an integrated team in measuring and monitoring quality standards. If there are quality concerns, the CCG Leads are able to indicate (via contracts team) to prevent a provider submitting offers based on local concerns irrespective of CQC CQC rating. .

| Provider | Number of Packages awarded | Quality rating |
|--|----------------------------|----------------|
| Anchorage nursing home | 4 | 100 |
| Barnston court nursing home | 2 | 100 |
| Bebington Care home | 1 | 80 |
| Birchtree Manor | 4 | 88 |
| Brighterkind (KS) | 5 | 88 |
| County Homes | 5 | 84 |
| Daleside Nursing Home | 1 | 100 |
| Elderhome | 10 | 88 |
| Fairfield Health Care | 23 | 100 |
| Beechcroft Nursing Home | 3 | 88 |
| Grange Nursing Home | 1 | 92 |
| Liberty Health Care | 1 | 92 |
| Nazareth Charitable Trust | 6 | 84 |
| Norway Lodge | 2 | 100 |
| St Georges Care home | 1 | 84 |
| Surecare UK | 7 | 96 |
| Weatherstones house care ltd | 1 | 100 |
| Westwoodhall Nursing Home | 1 | 96 |
| Windy Knowe Nursing Home | 1 | 80 |
| Woodheath Nursing and Residential home | 4 | 100 |

4 Engagement

- 4.1 The number of providers enrolled and engaging with the system continues to increase with 198 Care Home providers enrolled across Cheshire and Wirral. Each requirement placed on the system for Wirral patients is going out to between 5 and 69 enrolled providers.
- 4.2 Visits have been made to Elderholme Nursing Home following receipt of a report outlining feedback on the system.
- 4.3 Feedback from Care Home providers was also sought by attending the Wirral Residential and Nursing Home Forum, this forum has been established by the LA/CCG quality team by the CCG on 10 January.
- 4.4 Further meetings are planned to ensure ongoing engagement with providers with the aim of improving their experience and understanding of the system and related processes.

5 Conclusion

- 5.1 The DPS is only used once a patient has been deemed eligible for CHC or a fast track application is received for a care package for a patient at end of life. The system does not alter the CHC process, it is used to replace the need for CHC nurses to spend time ringing around known providers to seek bed availability and negotiate prices.
- 5.2 Care package requirements are placed on the system by a CHC nurse and the CHC nurse is kept updated of progress at each step and is involved in decisions on the selected provider(s) as appropriate.
- 5.3 The system has been running for just over 6 months. Issues that are identified by suppliers, patients, and commissioners are logged by the CHC team and discussed formally at the contract meetings with the provider monthly.