

## Members' Library Service Request Form

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Document Title	Care at Home Redesign and Procurement

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**REPORT TO:** Members Library Service

**MEETING DATE:**

**BY:** Director, Health & Social Care Partnership

**SUBJECT:** Care at Home Redesign and Procurement Project

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## **1 PURPOSE**

- 1.1 To update the members on the Care at Home Framework which was remodelled and procured by East Lothian Council in accordance with the direction issued by the East Lothian Integration Joint Board.

## **2 RECOMMENDATIONS**

- 2.1 Members are asked to note the contents of this report.

## **3 BACKGROUND**

- 3.1 In November 2015 under the direction D02a the IJB asked East Lothian Council to: *"Develop and implement a new commissioning and tendering process for care at home services which drives comprehensive service redesign, more innovative, integrated solutions, significantly greater resource efficiency and service user satisfaction by April 2017"* of the East Lothian Integration Joint Board a project to improve the delivery and commissioning of all Care at Home Services in East Lothian was initiated.
- 3.2 With an 18 month timeline, the project undertook to research, develop and commission Care at Home and Housing Support provision to all client groups in East Lothian.
- 3.3 The scope of the project included a spend of £17 million per annum on purchased care at home hours per year and an additional £1.16 million on night time support. A total of 18,985 hours were being purchased with an additional 1358 hours per week being delivered by ELC Domiciliary Care. (Financial year 15/16)
- 3.4 The project had four main objectives:
- 3.4.1 Objective 1 - Data collection
- To collect data and information that led to the design and planning of an optimal way of providing support, accommodation and activities across the community. The information was gathered through the active engagement of individuals, organisations and services across communities, including the third, private and statutory sectors.
- 3.4.2 Objective 2 – Redesigning of the model of community service provision

To redesign the existing Specialist and Generic Care at Home Frameworks so that they were effective, efficient and economical. In relation to specialist community supports a new model of purchasing care was envisaged that will take a personalised, integrated and collaborative approach that releases the full potential of a limited resource.

Objective 3 – Efficiencies achieved through evidenced based targeting of resources

To realise the efficiencies of integration and collaboration. The integration of care is essential as is the need to use evidence based planning to identify where gaps in the service have a negative knock-on effect on primary care, hospital admissions, acute hospital services and the carer workforce capacity to meet demand.

3.4.3 Objective 4 – Support Personal Choice to make creative use of new and emerging legislation and policies that promote and support the Rights individuals and their carer's have.

3.5 To inform the project and service design stakeholder engagement was undertaken throughout 2016. This engagement and research ensured the development of a robust and innovative Care at Home Contract. [http://www.eastlothian.gov.uk/info/1347/social\\_care\\_and\\_health/1746/developing\\_care\\_at\\_home\\_services/4](http://www.eastlothian.gov.uk/info/1347/social_care_and_health/1746/developing_care_at_home_services/4)The IJB agreed the following procurement steps:

3.5.1 A procurement process, following relevant legislation and guidance, to be undertaken for all care at home and housing support services within scope. The contract opportunity to be advertised via the Public Contracts Scotland and OJEU websites as an EU procurement.

3.5.2 ELHSCP provided to one specification for the Care at Home service for all Supported People in line with the approach for personalisation of care. ELHSCP took the approach not to allocate Providers to geographic areas (zoning), but rather to work with framework providers in a collaborative process to achieve efficient use of available resources.

3.5.3 A ceiling price was agreed by the East Lothian Health and Social Care Procurement Board, for an hourly rate of £15.95, and this was communicated within the tender.

3.5.4 A minimum of Care Inspectorate Grade 3 across relevant inspection areas was a requirement of participation.

3.5.5 Providers were able to indicate which disability group and age group they wished to provide services to.

3.5.6 The framework will run for a minimum of five years, with a two year optional extension.

3.5.7 The Framework has an allocation rank with the first criteria being price then capacity to deliver.

3.5.8 Providers who are graded at 4 or above in all areas by the Care Inspectorate to be allowed to deliver support on a personal budget model. The personal budget model allows for more flexibility in delivery of service and improvement in achieving personal outcomes.

3.6 The following Providers were awarded contracts as part of the Care at Home Framework from April 2017:

Allied Healthcare	Delight Supported Living	Penumbra
Beyond Homecare	Enable	Places for People
Call-In Homecare	ELCAP	Real Life Options
Careline Homecare	McSence	SCRT
Crossreach	Mears Home Care	THERA (Scotland)

3.7 The award of contracts to 15 providers allowed for sufficient capacity to meet the growing need of Care at Home Services in East Lothian. The setting of a ceiling on the hourly rate meant that the cost of Care at Home services came within the agreed HSCP budget for Care at Home Services.

#### **4 POLICY IMPLICATIONS**

4.1 The project contributed to the Self Directed Support agenda.

4.2 The national procurement legislation and guidelines were followed.

4.3 The development of a network of Care at Home Framework is in line with the commitments in the East Lothian Health & Social Care Strategic Plan 2016-19- To provide Care Closer to home; To enable people to have more choice and control

#### **5 INTEGRATED IMPACT ASSESSMENT**

5.1 The subject of this report has been through the Integrated Impact Assessment process and no negative impacts have been identified.

[http://www.eastlothian.gov.uk/downloads/download/2410/integrated\\_impact\\_assessment\\_developing\\_specialist\\_care\\_at\\_home\\_services](http://www.eastlothian.gov.uk/downloads/download/2410/integrated_impact_assessment_developing_specialist_care_at_home_services)

#### **6 RESOURCE IMPLICATIONS**

6.1 Financial – A Care at Home Budget modelling exercise was undertaken in order to ensure the delivery of care at home remained within available

budget. This modelling had included within it acknowledgement of Living Wage changes.

6.2 Personnel - Two Strategy Officers for 18 months, 3 Social Workers for 6 months and a Snr Strategy officer for 2 years were funded to support the project..

6.3 Other-

## 7 BACKGROUND PAPERS

7.1 [http://www.eastlothian.gov.uk/download/meetings/id/18111/08\\_developing\\_specialist\\_and\\_care\\_at\\_home\\_support\\_services](http://www.eastlothian.gov.uk/download/meetings/id/18111/08_developing_specialist_and_care_at_home_support_services)

<b>AUTHOR'S NAME</b>	Laura Kerr
<b>DESIGNATION</b>	Deputy Project Manager
<b>CONTACT INFO</b>	01620 820142; lkerr@eastlothian.gov.uk
<b>DATE</b>	12/03/2018