

Feedback Consultation – 2 Feb 15

Patches

Small majority for tendering on 11 Neighbourhood Partnerships rather than 5 Localities

Monitoring

Clear support for new monitoring proposals – providers with their own EM system

Payment

Clear support for fixed % automated payment with quality award



Care At Home Service Specification Consultation

LIVE WELL IN LATER LIFE
RE-SHAPING CARE



Key Principles

Outcomes-Based Approach

- Major change in relationship between Council, NHS, Provider and Service User
- Council/NHS and Service User will agree outcomes and budget
- Provider to agree with Service User how these outcomes will be met

LIVE WELL IN LATER LIFE
RE-SHAPING CARE

Key Principles

Working in Partnership

- Sharing key objectives
- Sharing information
- Sharing risks
- Sharing problem-solving



Scope

- People over the age of 65
- Excludes Sheltered Housing
- Excludes Older People with Learning Disabilities, Physical Disabilities and Mental Health issues
- Option 3 under SDS

LIVE WELL IN LATER LIFE
RE-SHAPING CARE

Provider Responsibilities

- Take all referrals from the neighbourhood
- Maintain intensive contact with Reablement
- Agree personal plan with Service User/carer/CEC
- Shift focus from 'time and task' to flexible support
- Refer directly to preventative and support services such as COMPASS and Technology Enabled Care
- Maintain contact during hospital admissions
- Support discharge

Provider Responsibilities

- Transparent staff wage and travel time/cost payments
- Have a clear workforce development strategy
- Invest in Personal Plan capacity
- Set clear quality assurance standards and measurement arrangements and achieve continuous improvement

Council/NHS Responsibilities

- Create level playing field – move all service users to contracted provider for neighbourhood
- Provide certainty of work/income – move to mix of block contract/framework agreement
- To trust and support providers to ‘do the right thing’ in delivering personal plans
- Reablement to provide timely handover notice and information

Performance Monitoring

General Monitoring Requirements

Personal plans QA, evidence of meeting outcomes, making referrals and managing complaints, etc.

Key performance Indicators

12-weekly EM data returns and same themes as currently.

Against planned direct contact time. More flexible limits.

KPI scores continue to be published on CEC's website.

Quality Award

Based on meeting contract conditions; general monitoring requirements and “high” level on all KPIs.

Timetable

- Invitation to Tender 3 August 2015
- Tender Deadline 17 September 2015
- Evaluation completed 14 October 2015
- Committee meeting 26 November 2015
- Award of Contracts 7 December 2015
- Mobilisation 8 December 2015
- Contracts commence 4 April 2016

Next Steps

- We will send you the draft specification by email via Public Contracts Scotland.
- We will also email you a link to an online survey form, so that you can provide feedback and comments about the draft specification.
- Please complete the survey by **12:00 on Monday 8th June**. Thank you.