

Meeting: Strategic Commissioning Board			
Meeting Date	06 September 2021	Action	Approve
Item No	9	Confidential / Freedom of Information Status	No
Title	Adult Social Care - Care at Home Tender Contract Award		
Presented By	Will Blandamer, Executive Director of Strategic Commissioning		
Author	Matthew Logan, Strategic Lead Integrated Commissioning - Provider Development Tracy Evans, Integrated Commissioning Officer		
Clinical Lead	-		
Council Lead	Cllr Simpson, Communities and Wellbeing		

Executive Summary
<p>The current Care at Home service was re-tendered in 2017 for an initial period of 3 years with the option to extend for a further 2, with a contract start date of September 2017. There are currently ten providers on the framework who provide support to customers throughout the borough.</p> <p>In line with best practice, it was agreed to review the Care at Home service in advance of its initial 3 year contract end to ensure that the contract is both effective and high performing for its final year and beyond. The outcome agreed was to re-tender the service.</p> <p>The contract was advertised in accordance with Contract Procedure Rules on The Chest e-tendering system. Tender documents were made available to 163 providers with 52 tender submissions being returned by the closing time and date.</p> <p>There are 10 providers who will be awarded Lot 1 – Neighborhood zones as detailed below and a further 15 providers who will be awarded Lot 2 – Backup framework.</p> <p><u>Lots & Neighborhoods</u></p> <p>The Contract is separated into two lots as follows:</p> <p>Lot 1: Primary Framework Providers - to deliver the Care at Home service in the most cost-effective way, it has been agreed that the borough of Bury will be separated into five neighborhoods; these are based on the Integrated Neighborhood Teams, West Bury, Bury East, North Bury, Whitefield and Prestwich. Two providers will be allocated to each neighborhood as main provider on alternate weeks for the purposes of accepting new referrals and managing provision.</p> <p>The successful providers for Lot 1 are as follows:</p>

Neighborhood	Provider 1	Provider 2
West Bury	Health Care Resourcing Group	Care Connect
Bury East	Premier Care	1 Homecare
North Bury	Complete Care NW	Homecare Services
Whitefield	Mayday	I-Care GB Ltd
Prestwich	Surecare Bolton	Specialist Care Team

Lot 2: Providers who wish to remain at low volume (from 0 to 600 hours/week) will be accommodated on this framework. Lot 2 will be open to new market entrants twice per year (April and September) based upon identified need for provision.

The successful providers for Lot 2 are as follows:

Provider	Provider
Evolve Supporting Prospects	Angel Care
Newmark Care	Passion Home Care
I-Care Solutions	Pro Support
Myhomecare Manchester	Elmar Home Care
Right Care	Routes Healthcare
The Care Company Plus	Clarity Homecare
My Care My Home	Care 4 Us
Engage Care Services	

Next Steps

Strategic Commissioning Board are requested to approve the request to award the contract to those providers successful in the tender for the Bury Care at Home service.

Strategic Commissioning Board are also requested to approve an extension, of up to 2 months, to the current care at home contract to allow sufficient time for a smooth and successful transition from the current service to the new service. This is in line with the extensions allowed under the current care at home contract of which only 1 year has been used of the potential up to 2 years.

Once sign off has been received the first letters can be sent to providers with a 10-day standstill. Final award letters will be sent after 10 days.

Legal will be issuing contracts to providers once sign off is received and the 10-day standstill is complete.

Recommendations

It is recommended that the Strategic Commissioning Board approve the request to award the contract to those providers successful in the tender for the Bury Care at Home service for both Lots 1 and 2.

Strategic Commissioning Board are also requested to approve an extension of up to 2 months to the current care at home contract to allow sufficient time for a smooth and successful transition from the current service to the new. This is in line with the extensions allowed under

the current care at home contract of which only 1 year has been used of the potential up to 2 years.

Links to Strategic Objectives/Corporate Plan	Yes
Does this report seek to address any of the risks included on the Governing Body / Council Assurance Framework? If yes, state which risk below:	No

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Have any departments/organisations who will be affected been consulted?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any financial implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any legal implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any health and safety issues?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
How do proposals align with Health & Wellbeing Strategy?	The proposal re-tender the Care at Home service aligns to the Health and Wellbeing strategy and will allow for a greater focus on neighborhoods, prevention and flexibility for both providers and customers, ensuring they are supported to be as independent as possible while remaining well in their own home.					
How do proposals align with Locality Plan?	The proposals aligns to the Locality Plan including by ensuring support is provided on a neighborhood basis.					
How do proposals align with the Commissioning Strategy?	The proposals align to the commissioning strategy well as the new service will provide a value for money service that focuses on prevention and flexibility for both providers and customers, ensuring they are supported to be as independent as possible while remaining well in their own home.					
Are there any Public, Patient and Service	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>

Implications						
User Implications?						
How do the proposals help to reduce health inequalities?	The new Care at Home service will look to enhance the ability of people to live well at home longer. Carers will be supported to manage low level health tasks alongside social care needs to help reduce the health inequalities in the borough and ensuring the most vulnerable people in Bury have their needs met.					
Is there any scrutiny interest?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
What are the Information Governance/ Access to Information implications?						
Is an Equality, Privacy or Quality Impact Assessment required?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
If yes, has an Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
If yes, please give details below:						
If no, please detail below the reason for not completing an Equality, Privacy or Quality Impact Assessment:						
Are there any associated risks including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG /Council/ Strategic Commissioning Board's Risk Register?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Additional details						

Governance and Reporting		
Meeting	Date	Outcome
Community Commissioning Management Team (CCMT)	10/08/2021	Recommended

1. Background

The current Care at Home service was re-tendered in 2017 for an initial period of 3 years with the option to extend for a further 2, with a contract start date of September 2017. There are currently ten providers on the framework who provide support to customers throughout the borough.

In line with best practice, it was agreed to review the Care at Home service in advance of its initial 3 year contract end to ensure that the contract is both effective and high performing for its final year and beyond.

As part of the new contract Providers will work with customers to agree a more flexible, person centred approach based on the individuals needs and agreed hours over a four week period. This flexible plan is then assessed by CWB with the care plan / service order updated internally to reflect the agreed service delivery.

2. Tender Evaluation

The contract was advertised in accordance with Contract Procedure Rules on The Chest e-tendering system. The closing date for receipt of tenders was 12:00 noon on Friday 2nd July 2021.

Tender documents were made available to 163 providers with 52 tender submissions being returned by the closing time and date.

There were 25 providers who failed to meet the requirements so were not considered further and a following 2 providers who did meet the requirements of the specification but decided to withdraw from the process as they were not successful for their Lot 1 preference and did not want to be included in the Lot 2 framework.

There are 10 providers who will be awarded Lot 1 – Neighbourhood zones as detailed below and a further 15 providers who will be awarded Lot 2 – Backup framework.

Please see appendix 1 for full evaluation

3. Lots & Neighbourhoods

The Contract is separated into two lots as follows:

Lot 1: Primary Framework Providers - to deliver the Care at Home service in the most cost-effective way, it has been agreed that the borough of Bury will be separated into five neighbourhoods; these are based on the Integrated Neighbourhood Teams, West Bury, Bury East, North Bury, Whitefield and Prestwich. Two providers will be allocated to each neighbourhood as main provider on alternate weeks for the purposes of accepting new referrals and managing provision.

The successful providers for Lot 1 are as follows:

Neighbourhood	Provider 1	Provider 2
West Bury	Health are Resourcing Group	Care Connect
Bury East	Premier Care	1 Homecare
North Bury	Complete Care NW	Homecare Services
Whitefield	Mayday	I-Care GB Ltd
Prestwich	Surecare Bolton	Specialist Care Team

Lot 2: Providers who wish to remain at low volume (from 0 to 600 hours/week) will be

accommodated on this framework. Lot 2 will be open to new market entrants two time per year (April and September) based upon identified need for provision.

The successful providers for Lot 2 are as follows:

Provider	Provider
Evolve Supporting Prospects	Angel Care
Newmark Care	Passion Home Care
I-Care Solutions	Pro Support
Myhomecare Manchester	Elmar Home Care
Right Care	Routes Healthcare
The Care Company Plus	Clarity Homecare
My Care My Home	Care 4 Us
Engage Care Services	

4. **Next Steps**

Strategic Commissioning Board are requested to approve the request to award the contract to those providers successful in the tender for the Bury Care at Home service.

Strategic Commissioning Board are also requested to approve an up to 2 month extension to the current care at home contract to allow sufficient time for a smooth and successful transition from the current service to the new. This is in line with the extensions allowed under the current care at home contract of which only 1 year has been used of the potential up to 2 years.

Once sign off has been received the first letters can be sent to providers with a 10-day standstill. Final award letters will be sent after 10 days.

Legal will be issuing contracts to providers once sign off is received and the 10-day standstill is complete.

Appendix 1



2021.07.08 Care at Home Tender Evalua

Matthew Logan
Provider Relationship Lead
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Summary

West Bury	Health are Resourcing Group	Care Connect
Bury East	Premier Care	1 Homecare
North Bury	Complete Care NW	Homecare Services
Whitefield	Mayday	I-Care
Prestwich	Surecare Bolton	Specialist Care Team

	Stage 1 Pass / Fail	Stage 2 Score	LOT 1 Preference	LOT 1 Back up	LOT 2		
PASS							
Health Care Resourcing Group	PASS	99.00%	West Bury	Prestwich			
Care Connect	PASS	91.00%	West Bury	Bury East			
Premier Care	PASS	90.00%	Bury East	Whitefield			
Complete Care NW	PASS	88.00%	North Bury	Prestwich			
Surecare Boton	PASS	87.00%	Prestwich	Whitefield		ECM Clarification	Confirmation received 02.08.21
Home Care Services	PASS	84.50%	North Bury	West Bury			
Willowbrook (Hyndburn)	PASS	81.50%	North Bury	North Bury		Withdrawn	
1 Homecare	PASS	80.50%	Bury East	West Bury			
Mayday Homecare	PASS	80.00%	Whitefield	Bury East			
Specialist Care Team	PASS	79.50%	Bury East	West Bury		ECM Clarification	Confirmation received 02.08.21
I-Care	PASS	79.00%	West Bury	Whitefield		ECM Clarification	
Evolve Support Prospects	PASS	78.50%	West Bury	Whitefield	Lot 2		
Connect Health	PASS	78.00%	North Bury	Prestwich	Lot 2	Withdrawn	
Newmark Care	PASS	75.50%	Bury East	West Bury	Lot 2		
I-Care Solutions	PASS	72.30%	Whitefield	Prestwich	Lot 2		
Myhomecare Manchester	PASS	68.50%	Whitefield	Prestwich	Lot 2		
Right Care	PASS	68.00%	North Bury	Bury East	Lot 2	ECM Clarification	
The Care Company Plus	PASS	66.90%	Prestwich	Prestwich	Lot 2		
My Care My Home	PASS	63.50%	North Bury	West Bury	Lot 2		
Engage Care Services	PASS	59.00%	Prestwich	Whitefield	Lot 2	ECM Clarification	Confirmation received 04.08.21 - GPS Only
Angel Care	PASS	59.00%	LOT 2 ONLY	LOT 2 ONLY	Lot 2	ECM Clarification	Confirmation received 04.08.21
Passion Home Care	PASS	53.50%	West Bury	Prestwich	Lot 2	ECM Clarification	Confirmation received 02.08.21
Pro Support	PASS	50.50%	Prestwich	Whitefield	Lot 2	ECM Clarification	Confirmation received 03.08.21
Elmar Home Care	PASS	75.00%	LOT 2 ONLY	LOT 2 ONLY	Lot 2	ECM Clarification	Confirmation received 03.08.21
Routes Healthcare	PASS	79.50%	LOT 2 ONLY	LOT 2 ONLY	Lot 2	ECM Clarification	Confirmation received 02.08.21
Clarity Homecare	PASS - LOT 2	71.00%	West Bury	Prestwich	Lot 2		
Care 4 Us	PASS - LOT 2	58.00%	Prestwich	Whitefield	Lot 2	ECM Clarification	Confirmation received 04.08.21
FAIL							
Kare Pro	FAIL	5.80%					
City Care Solutions	FAIL	0.00%					
Cornelius Healthcare	FAIL	0.00%					
Diamond Heart Healthcare	FAIL	0.00%					
Dignity in Life Bury	FAIL	0.00%					
Eagle Care Services	FAIL	0.00%					
Instant Care	FAIL	0.00%					
Kharbitas	FAIL	0.00%					
Monarch	FAIL	0.00%					
Moss Support Services	FAIL	0.00%					
PRM Care	FAIL	0.00%					
Rayman Healthcare	FAIL	0.00%					
Revelation Social Care	FAIL	0.00%					
Smartheart Professionals	FAIL	0.00%					
Socialcare Consortium	FAIL	0.00%					
Tamar Care	FAIL	0.00%					
Caring Connections	PASS	FAIL - scored 2 on more than 2 questions					
Cottage Homecare	PASS	FAIL - scored 2 on more than 2 questions					
Grace Live in Carers	PASS	FAIL - scored 2 on more than 2 questions					
JP4Life	PASS	FAIL - scored 2 on more than 2 questions					
Lionheart Domiciliary Care	PASS	FAIL - scored 2 on more than 2 questions					
Gable Healthcare	PASS	FAIL - CQC reating requires improvement					
Sigma Care	PASS - LOT 2	FAIL - scored 2 on more than 2 questions					
Alcedo Care	PASS - LOT 2	FAIL - CQC rating is poor					
P&R Healthcare Solutions	PASS - LOT 2	FAIL - scored 2 on more than 2 questions					