



## **HEALTH AND WELLBEING BOARD: 25 NOVEMBER 2021**

### **REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES**

#### **COMMISSIONING AND PROCUREMENT OF HOME CARE SERVICES**

##### **Purpose of report**

1. The purpose of this report is to update the Health and Wellbeing Board on progress made on the procurement of home care services.
2. The report summarises the outcome of the County Council's recent tender for integrated home care services in partnership with the Leicestershire Clinical Commissioning Groups (CCGs) to create a new framework of providers with effect from 1 November 2021. This replaces the Help to Live at Home (HTLAH) framework which expired on 5 November 2021.

##### **Link to the local Health and Care System**

3. Home Care for Leicestershire (HCfL) is a new home care service jointly commissioned by Leicestershire County Council and the County CCGs. HCfL will provide ongoing care, following reablement by the Homecare Assessment and Reablement Team (HART), where this is assessed as being appropriate.

##### **Recommendation**

4. The Health and Wellbeing Board is asked to note the work undertaken by the County Council in partnership with Leicestershire Clinical Commissioning Groups to commission and procure home care services.

##### **Background**

5. The impact of the Covid-19 pandemic on all health and social care services necessitated a 12-month delay in the procurement of the new home care service, previously planned for Autumn 2020. Following completion of this procurement in August and award of contracts for the new framework in September 2021, after a foreshortened implementation and mobilisation phase, the new framework commenced from 1 November 2021.
6. All existing HTLAH arrangements ended on 31 October 2021 through a notice to terminate contracts.
7. The HCfL model of service delivery is based upon an open framework of providers who have bid to work in Leicestershire. The County has been strategically divided into 14 geographic areas of service provision called zones, each requiring at least two providers but having no upper limit. This differs from the previous contract which

split the County into 18 lots with a lead provider in each lot, supported by a range of supplementary and contingency providers.

8. Invitation to tender (ITT) documents were published on 14 April 2021, with a closing date of 21 May 2021. Quality evaluations of seven Method Statements, covering the key elements of the Service Specification were undertaken by the evaluation and moderation team between 22 May and 7 July 2021.
9. A total of 49 providers passed all the selection criteria and quality criteria, of which 32 were existing providers and 17 were new providers. Following notifications to award and a standstill period, award letters were circulated to successful providers on 20 August 2021.
10. The table below provides a summary of successful bids by existing provider type, new providers and zone:

<b>Zone</b>	<b>Total</b>	<b>Lead Providers</b>	<b>Supplementary Providers</b>	<b>Contingency Providers</b>	<b>Exception Providers</b>	<b>New Providers</b>
<b>ASHBY AND COALVILLE</b>	18	2	3	5	0	8
<b>CHARNWOOD NORTH</b>	16	4	3	2	0	7
<b>CHARNWOOD SOUTH</b>	22	5	3	6	0	8
<b>WEST LEICESTER</b>	27	3	4	9	0	11
<b>OADBY AND WIGSTON</b>	26	4	4	8	1	9
<b>HINCKLEY</b>	20	2	2	6	0	10
<b>MELTON</b>	8	2	2	2	0	2
<b>SOUTH LEICESTERSHIRE</b>	24	3	3	7	0	11
<b>MARKET HARBOROUGH</b>	12	1	1	1	0	9
<b>CASTLE DONINGTON</b>	5	0	0	0	0	5
<b>LUTTERWORTH</b>	10	1	1	2	0	6
<b>BOTTESFORD</b>	2	0	0	0	0	2
<b>WEST LEICESTERSHIRE RURAL</b>	13	1	2	5	0	5
<b>HARBOROUGH RURAL</b>	3	0	0	0	0	3

11. In line with the Council's stated intention to minimise disruption to existing recipients of home care services, those service users who were receiving packages of care from providers which have not been appointed to HCfL, continued where possible to receive services from those providers post-1 November 2021.
12. Interim contracts of up to 12 months have been agreed subject to quality checks, with existing providers who didn't apply or bid unsuccessfully to go on the new framework. There will also be an opportunity to re-apply when it is re-opened.
13. Continuing Healthcare (CHC) packages are commissioned by the Council on behalf of the Leicestershire CCGs via a Section 75 funding agreement. Twenty three

agencies bid successfully to provide these CCG-funded, CHC packages of care for people assessed as having a primary health need.

14. Due to the shortened implementation and mobilisation period following award of HCfL contracts coupled with 2021/22 winter pressures on demand, there is a risk that HCfL Framework providers may be unable to meet the demand for all new packages from 1 November 2021 leaving a gap in market capacity.
15. To mitigate this risk, unsuccessful existing providers (i.e. providers who were providing care under HTLAH contingency arrangements but who were unsuccessful in their bid to go on the new HCfL framework) will continue to be able to take new packages as required after 1 November 2021, where such packages have first been offered to and declined by HCfL providers. These flexible arrangements will initially be put in place for a period of a minimum of six months pending re-opening of the framework as per paragraph 16 below.
16. All such new packages will be placed via direct award contract arrangements under the same HCfL terms and conditions, including pricing, to ensure consistency of approach across the County.

### **Re-opening the HCfL Framework**

17. In order to manage fluctuations in future demand, the HCfL Framework Agreement permits discretion in deciding when to re-open the framework and invite new bids, and enables the County Council to consider zone-specific requirements, as well as emerging issues, such as Framework providers not offering sufficient capacity to meet wider demand pressures within the health and social care system.
18. It is therefore proposed that the HCfL framework be reopened at the earliest practicable opportunity from November 2021 to ensure that there is sufficient supply across all zones over the lifetime of the contract and that the interim arrangements described above remain strictly time limited. The timing of this will be subject to resource availability within the Council and an evaluation of the market's capacity to engage with the procurement process.

### **Conclusion**

19. The procurement of home care services has been successfully completed, established through 32 existing and 17 new providers on the new HCfL framework.
20. The Framework remains in the early stages of implementation following go live on 1 November 2021. Contingency measures will remain in place to ensure market capacity until such time as all framework providers are fully mobilised and any additional capacity needed is sourced by re-opening the Framework.
21. Due to continuing increases in demand for home care, including from people leaving hospital with more complex or acute needs, the option to reopen the framework will be taken up in the near future in order to ensure that there is sufficient supply across the County and reviews of capacity levels will continue over the lifetime of the contract.

**Circulation under the Local Issues Alert Procedure**

22. None.

**Officer to Contact**

Jon Wilson, Director of Adults and Communities

Telephone: 0116 305 7454

Email: [jon.wilson@leics.gov.uk](mailto:jon.wilson@leics.gov.uk)

Nigel Thomas, Assistant Director (Strategic Services)

Telephone: 0116 305 7379

Email: [nigel.thomas@leics.gov.uk](mailto:nigel.thomas@leics.gov.uk)

**Relevant Impact Assessments****Equality and Human Rights Implications**

23. An Equality and Human Rights Impact Assessment (EHRIA) has been undertaken in tandem with the design process which enabled the integration of actions to mitigate any potential equalities issue throughout the process. The Impact Assessment was attached to the report to the Cabinet on 7 February 2020 and submitted to the County Council's Departmental Equalities Group.

**Partnership Working and associated issues**

24. Colleagues from both CCGs continue to be fully engaged with the project to ensure that both health and social care needs of service users living in Leicestershire are met.