

Summary of Staffordshire's Commissioning Intentions for Older People / Adults with Physical Disabilities

**(and where appropriate, Adults with Learning Disabilities /
Adults with Functional Mental Health Issues)**

April 2019

Contents

1	Purpose	3
2	Background	3
3	Commissioning Intentions	4
3.1	Home Care (for Older People, Adults with Disabilities and Adults with Functional Mental Health Issues).....	4
3.2	Care Homes (for Older People / Adults with Physical Disabilities)	5
3.3	Extra Care (for Older People / Adults with Physical Disabilities)	6
3.4	Building Based Day Care Services (for Older People / Adults with Physical Disabilities) 7	7
3.5	Reablement Services (for Older People / Adults with Physical Disabilities)	7
3.6	Community Equipment, Assistive Technology and Adaptation Services (for Older People, Adults with Disabilities and Adults with Functional Mental Health Issues)	8
4	Further Information	9
5	How to contact us	9

Document details

Title	Summary of Staffordshire’s Commissioning Intentions for Older People / Adults with Physical Disabilities (and where appropriate, Adults with Disabilities / Adults with Functional Mental Health Issues)
Date created	April 2019
Produced by	Staffordshire County Council
Authors	<p>Nicola Day Senior Commissioning Manager: Market Development and Quality Assurance Email: nicola.day@staffordshire.gov.uk</p> <p>Jackie Averill Commissioning Officer: Market Development and Quality Assurance Email: jackie.averill@staffordshire.gov.uk</p>
Copyright and disclaimer	<p>This product is the property of Staffordshire County Council. If you wish to reproduce this document either in whole, or in part, please acknowledge the source and the author(s).</p> <p>Staffordshire County Council, while believing the information in this publication to be correct, does not guarantee its accuracy nor does the County Council accept any liability for any direct or indirect loss or damage or other consequences, however arising from the use of such information supplied.</p>

1 Purpose

The purpose of this document is to provide a summary of our commissioning intentions for Older People / People with Physical Disabilities (and where appropriate, Adults with Disabilities and Adults with Functional Mental Health Issues).

Further documentation outlining the evidence base supporting this programme of work, details of commissioned programmes and Market Position Statements for All Age Disability and Mental Health services is available elsewhere on our [Information for Providers](#) website.

2 Background

A major characteristic of Staffordshire is its ageing population, which is growing in both size and average age with its older population growing relatively faster than the general population. By 2039 the number of residents aged 75 and over, will rise dramatically from 88,200 in 2019 to 139,500 in 2039, an increase of 58%; over 51,300 people. With this increase, we expect to see a growth in numbers of people with limiting long term illness and disability; more associated acute admissions to hospital and more people struggling to manage activities of daily living. This compares to little change anticipated in the 18-64 age group over the same time period.

The challenge faced by the Council and other Local Authorities in responding to this need when public sector finances are under intense pressure and when elements of provision within the care marketplace are already struggling to meet needs is enormous and unprecedented. At the heart of this challenge is the balance between funding the cost of care for those people who already receive it, or who need it now, and shifting towards personalisation and community-based support in order to enable people to remain healthier and live independently for longer to prevent or delay the need for more intensive care and support. We recognise the need to harness the potential that new technological innovation can provide to support people to manage their own needs and also to support smart business planning and higher quality and more efficient care provision for those with more intensive care and support needs. It is also why we are committed to improving the way we collect and share our intelligence with the marketplace to support a more focussed and timely response to highlighting opportunities alongside addressing emerging gaps and pressures. We are also working more closely with the NHS to better integrate Health and Social Care Services, to generate greater efficiencies in the services that we provide and ultimately to improve the experience for people who use these services (whether they are funded by us or not). For further information about the Council's priorities for Health and Care, please refer to our [Strategic Plan](#) (2018-2022).

Our commissioning intentions below set out how we are aiming to deliver these goals over the next 3-5 years.

3 Commissioning Intentions

3.1 Home Care (for Older People, Adults with Disabilities and Adults with Functional Mental Health Issues)

Home care services are delivered through our contractual arrangements with both capacity block and framework providers. The Council intends to work with and place the majority of its business with contracted providers. This is in accordance with procurement legislation and ensures we can monitor providers and the quality of their services. Under the current contractual arrangements, we have commissioned a more standardised service under a consolidated hourly rate for care, which is intended to provide more stability for a market consisting of a high proportion of small and medium enterprises.

It is a Council priority to assure the continuous supply of this vital service across all areas of the county, which means that we will make every effort to ensure that our contracted providers are delivering according to demand. Where this has not been achieved, we will consider making alternative arrangements to meet this shortfall as and where necessary and for as long as this is deemed appropriate. Examples may include using pre-purchase rotas in defined areas to guarantee a level of paid hours to providers or paying an enhanced level of payment to attract supply into parts of the County.

The Council regularly reviews how changing demand can best be met. Currently, this includes exploring best-value methods for delivering both non-regulated care and complex care packages, and by growing the capacity of the Council's trading company home care arm, Nexus Care.

Our current contractual arrangements will expire on 31st August 2021. Providers who are interested in contracting with the council in future should register their interest on our [e-Procurement Portal Proactis](#). Specific engagement about tender opportunities will be carried out through the Portal.

3.2 Care Homes (for Older People / Adults with Physical Disabilities)

In 2017, the Council recommissioned the way it sourced short and long-term care in care homes, opting to put in place a Dynamic Purchasing System (DPS) arrangement for the supply of residential and nursing care services. The DPS supports placements of the right quality at a competitive price and allows new applicants to join the DPS throughout its duration (until 30th September 2019, with the option for two 12-month extension periods).

However, we are increasingly experiencing unanticipated delays in placing people requiring nursing care home and particularly dementia category nursing support and people requiring bariatric care. This is partly attributed to delays in care home assessments, workforce recruitment and retention challenges across key roles in this sector and low vacancy rates available for local authority placement in certain areas of the county. These delays impact on the choice of care homes available to people with assessed needs in certain areas, especially in Lichfield, South Staffordshire, Cannock, Stafford town and Tamworth.

The Council's key priorities are to ensure sustainability of the workforce and an affordable supply of good quality provision across the market in areas where supply is particularly challenged. Therefore, we are:

- Working with Staffordshire CCGs to conduct a joint strategic care home review. The aim of the review is to develop a joint care home strategy, including action plans for commissioning and development of and engagement with the market over the next ten years.
- Aiming to ensure sustainability of provision to people with assessed care needs receiving local authority-funded support in the most cost-effective manner. This will be through block purchasing and may also be through development of specific partnership arrangements, soft market testing or stimulating market supply (especially in nursing and dementia category nursing care and bariatric care).
- Retendering the respite bed contract with the option to increase capacity if/when it is needed through block purchase arrangements. New contracts are from 1st April 2019 until 31st March 2021 with the option to extend the initial term by up to two further extension periods of 12 months.
- Looking to work further with the sector to address some of the existing workforce pressures through innovation in service delivery (e.g. in assistive technology / technology-enabled care, diversification of the traditional nursing home delivery model), creating shared pools of nursing staff and a range of approaches designed to improve recruitment and retention (e.g. in supporting the recruitment process and workforce development opportunities accessible through the [Care Market Development Team](#) website).

- Aiming to improve the timeliness of assessments (e.g. through use of trusted assessor processes) and reduce inappropriate hospital admissions.

Providers who are interested in contracting with the Council in future should register their interest on our [e-Procurement Portal Proactis](#). Specific engagement about tender opportunities will be carried out through the Portal.

3.3 Extra Care (for Older People / Adults with Physical Disabilities)

The Council tendered contracts during 2018 and contracts directly with nine schemes effective from 1st April 2019 for two years, plus two optional 12-month extension periods. These arrangements include five schemes where the housing provider does not deliver care and four schemes where the housing provider is also the care provider. Funding for a waking night is included within these arrangements.

In addition to the above arrangements the Council has let two framework agreements across north and south Staffordshire. Within the framework agreements, the Council is looking at the potential for Outreach Services to be delivered from extra care schemes. These are services that provide community support or personal care and support to individuals that live within a few miles radius of an extra care scheme. It is usually delivered by the onsite care staff.

The Council is not currently looking to put capital funding into new extra care developments, or prioritise adult social care funded placements within extra care. Currently, we are keen to explore the opportunities offered by and make better use of the potential within existing schemes in Staffordshire. This includes for example the wider use of assistive technology and technology-enabled care. In addition, it includes exploring potential opportunities which we believe exist to support wider needs including:

- Respite and reablement / step down provision.
- Day services.
- People of working age with eligible physical disability and mental health adult social care needs.
- Dementia care (potentially; although there is a paucity of evidence of successful models supporting people with complex needs).

We would strongly recommend that providers who are interested in developing / re-developing extra care facilities in Staffordshire reference older people's housing and care needs using Council intelligence and strategic direction and guidance provided in Local Plans.

3.4 Building Based Day Care Services (for Older People / Adults with Physical Disabilities)

The Council currently block contracts with three organisations for the provision of specialist building based day care for older people and people with complex needs. Across the County, in addition, we also purchase day care from a number of providers through direct payments or on a spot purchase model.

We are currently exploring systematic methods to improve information from our contracted services on performance, individual outcomes and the customer experience.

The Council will be reviewing its current contract and funding arrangements for re-provision from 2020. Current arrangements include a mixture of block contracted capacity, spot contracts, direct payments and managed accounts to meet current demand.

Whilst our information on day care centres suggests that there is a good range of providers and available capacity within the market place, there are still opportunities for day care centre providers to explore:

- Day care centres which connect people with assets and resources within their local communities or that use low or no cost venues.
- Care home and extra care providers may consider using their facilities to offer day care to the local community.

We recommend that any providers looking to develop day care services carry out local research (for example, using the [Market Intelligence](#) evidence base for day care services and using [Staffordshire Connects](#)) and consulting with local people and adult social care practitioners to explore the local opportunities and demand.

3.5 Reablement Services (for Older People / Adults with Physical Disabilities)

As part of a strategic decision to deliver an integrated service with the NHS, the Council has commissioned the Midlands Partnership NHS Foundation Trust (MPFT) (formerly Staffordshire and Stoke-on-Trent NHS Partnership Trust) to deliver a reablement service under a service level agreement until 2020. However, in order to address ongoing capacity issues, in 2018, the Council's wholly-owned home care service, Nexus Care, was also directed to provide community reablement services. Through this approach, both providers are offering community reablement, including step-up, step-down and maintenance-transition, from the NHS hospital trusts based in the county. We also utilise some step-down provision and pathways linked to hospitals in the Greater Birmingham area.

The Council and its partners have no immediate intention to go to market for reablement services in Staffordshire and the current preference is to work with the NHS and Local Authority's wholly owned home care service, Nexxus Care, to provide the service. However, we will continue to monitor and review arrangements for the provision of reablement services to ensure an adequate supply of good quality care. Where this cannot be assured, we will consider making alternative arrangements as necessary.

3.6 Community Equipment, Assistive Technology and Adaptation Services (for Older People, Adults with Disabilities and Adults with Functional Mental Health Issues)

The Council is working to promote acceptance and uptake of assistive technology by mainstreaming it (by developing a retail model for wider public access / use) and raising awareness of it to ensure that people, families and carers actively use low level technological solutions to help meet their care and support needs.

We encourage all providers of care and support to consider how they can adopt assistive technology and also technology-enabled care solutions as an integral part of their delivery models to improve business sustainability, workforce planning, service provision, the cost and quality of services and ultimately to support health, wellbeing and independence to reduce reliance on health and care services.

Current contractual arrangements for Disabled Facilities Grant and the Integrated Community Equipment Service are as follows:

- The Council is working with six District/Borough Councils to provide Staffordshire's Disabled Facilities Grant adaptations service called Supporting Independent Living in Staffordshire (SILIS). Our contractual arrangements are in place until 31.03.25 (including a 2-year extension option).
- We have joint contractual arrangements with Staffordshire and Stoke-on-Trent Clinical Commissioning Groups and Stoke-on-Trent City Council for the provision of an Integrated Community Equipment Service (ICES).

4 Further Information

The documentation for all commissioning areas is structured as follows on the Information for Providers website:

Commissioning Area	Documentation Available (with hyperlinks)
All Adults	Evidence bases (Demographic Needs; Personalised Care and Support / Homecare Services; Extra Care Services; Day Care Services and Accessibility Mapping data) can be found in the Market Position Statement Market Intelligence section
	Further details of Home Care Services
	Further details of Assistive Technology, Community Equipment and Adaptation Services
All Age Disability and Mental Health*	All Age Disability Market Position Statement
	Mental Health Market Position Statement
Older People / Physical Disability	Further details of Building-based Day Care Services
	Further details of Care Home Services
	Further details of Extra Care Services
	Further details of Reablement Services

*Physical Disability for over 18s sits in the documentation for the 'Older People and Physical Disability' and 'All Adults' commissioning areas

5 How to contact us

Providers can contact us by emailing the Health and Care engagement inbox: healthandcare@staffordshire.gov.uk.