NORTH SOMERSET COUNCIL

DECISION OF COUNCILLOR DAWN PAYNE, EXECUTIVE MEMBER FOR
ADULT SOCIAL CARE with advice from the DIRECTOR OF PEOPLE AND
COMMUNITIES

DECISION NO: P&C39

SUBJECT: ‘North Somerset Community Care Response Service’ Tender

DECISION:

To tender for a ‘North Somerset Community Care Response Service’.

The contract value over the duration of the contract is valued at approx. £1,680,000. The decision has come to you for approval as the Executive Member under North Somerset Council’s ‘Contract Standing Orders due to the financial value of this tender, and following consultation with the procurement service it will need to be advertised in line with ‘Contract Standing Orders’

BACKGROUND:
As part of the development of telecare and assistive technology provision, the Council went out to the care market in North Somerset and asked for a Provider to develop an emergency response service. The ability to respond to emergency situations for service users without family or friends in the neighbourhood had been a gap in the care market since Carelink ceased its responder service. The utilisation of telecare was restricted without a response service.

Only one provider has been operating a privately funded service since then and in 2013 it was agreed as part of the Better Care Fund to look at contracting this service for users of Carelink. A trial was completed over a 24 month period.

Year 1 – Carelink Emergency Response Service
• The benefits of providing an emergency response service, including the reduction of calls to the emergency services
• Increasing the take up of Carelink to those people without a named responder
• Increase the business of Carelink

Year 2 – Overnight Care and Support Service
• The provision of an overnight care and support service and any benefits associated
• Supporting the North Somerset Community Partnership Rapid Response team with lifting people who have fallen
The Service
The service covers the whole geographic area of North Somerset. The Carelink Emergency Response Service is available to everyone who receives a Carelink service. The Overnight Service is available to anyone who has met the social services eligibility criteria for a service and requires support at night with the exception of adults of working age under the mental health team. The Service supports people to remain independent in their own homes by offering the reassurance of a quick response should they be in an emergency situation. The Service also supports those who may be considering a care home placement or a costly waking or sleeping home care service by offering care and support through the night to offer reassurance, confidence building, continence support and turning for those with poor skin integrity.

As well as offering a Service to residents of North Somerset, the Service has proven to support health colleagues in the North Somerset Community Partnerships Rapid Response team. The current Provider initially assisting the team by attending people who had fallen to offer comfort and reassurance while they were waiting for Rapid Response to attend. In the 2nd year of the trial, the Provider started to assist with lifting people who have fallen if the Rapid Response team cannot attend within 45 minutes. This is using equipment provided by the Council and in line with joint processes developed between the Provider, Rapid Response and Carelink. The ongoing Service will continue to support with this as well as reduce costs to health partners by:

- Reducing the number of times an ambulance is called unnecessarily
- Reducing unnecessary input from Rapid Response by attending continence calls
- Reducing the number of inappropriate admissions to hospital

The service has delivered wider benefits to adult social care, hospital admission prevention, ambulance referrals and police and its ongoing development is supported via the Better Care Fund.

The trial evaluation data captured evidence of savings to the emergency services and health colleagues, as well as Adult Care.

Services Prevented:

<table>
<thead>
<tr>
<th>Emergency Service</th>
<th>Number of times prevented</th>
<th>Cost Saving based on a Police Service call out and an Ambulance call out being a minimum of £250.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>64</td>
<td>£16,000</td>
</tr>
<tr>
<td>Police</td>
<td>311</td>
<td>£77,750</td>
</tr>
<tr>
<td>Hospital admission</td>
<td>3</td>
<td>£3,750 (£1,250 per admission)</td>
</tr>
<tr>
<td>Ambulance Calls Outs that admissions would have led to precautionary Hospital Admission</td>
<td>32 approx</td>
<td>£42,500</td>
</tr>
<tr>
<td>NSC</td>
<td>8 concurrent care home placements</td>
<td>£208,000 (£500 per week)</td>
</tr>
</tbody>
</table>
Other Alternatives Considered:
There are no other alternatives within the current market in North Somerset. Following a benchmarking exercise conducted by the procurement team it is apparent that although there are similar models in other local authority areas there is no exact comparison service. The contract has been set out in a way that offers flexibility to other response providers in the market by allowing, with prior written consent from the Council, the subcontracting of the care and support element of the service.

Financial Implications:
(You must state financial implications and include full details of all budgets to be used).
The cost of the proposed service is £336,000 per annum. The monies are allocated from The Better Care Fund under preventing hospital admissions. The tender will be scored on a 40% price criteria.

The contract will run for 3 years with an option to roll annually for a further 2 years.

Implications for Future Years:
(State any further financial implications in the future years and how they are to be funded).

None identified at this stage.

Signed:  ________________________________
Councillor Dawn Payne
Executive Member for Adult Care

Dated:  ________________________________

Reviewed:  ________________________________
Gerald Hunt Assistant Director, People and Communities
Confirmation of advice given:

Signed: ........................................................................................................
        Sheila Smith
        Director, People and Communities

Dated: .........................................................................................................