



Framework Agreement for Community Based Support and Personal Care

Background

The current Community Based Support and Personal Care Framework Agreement commenced in April 2012 on a 2+1+1 (years) contract. The market has been advised that a new set of arrangements will be procured to take effect from April 2015. Work is underway, with commissioning partners, to design the new arrangements which will be tendered in late summer of 2014.

Priorities

We want to focus upon the following to build on our experience from the last two years:

- To address the shortfalls in the capacity or 'sufficiency' in personal care
- To focus more proactively on quality and safety
- To ensure a more effective response to people with mental health issues and learning disability
- To adapt to changing market conditions, including the changed approach to support to eligible people living in sheltered housing (which takes effect from April 2015)
- To provide an opportunity to build a more coherent and integrated approach to commissioning with the NHS

In addition, a number of emerging issues need to be reflected in future arrangements:

- An increasing focus on outcomes and enabling / reablement
- An improved response to meet more complex need (CHC and End of Life care in particular)
- New models of integration and the increased emphasis on care at / closer to home and a requirement for urgent care to avoid unnecessary hospital or institutional admission
- The delivery of the Community Life Choices programme, which relates in particular to Community Based Support elements of the current Framework
- Delivery of the Extra Care programme and our new approach to Assistive Technology
- The impact of the Care Bill and the recently published review by the EHRC of its 2011 report "Close to Home"

The key challenges

1. Timescales – In order to secure a new arrangement by April 2015, we may need to adopt a phased approach.
2. Current problems with securing personal care – this is a national picture and a complex issue which is inextricably linked to factors such as the 'true cost of care' and workforce development.
3. Jointly commissioning these arrangements with the CCGs will introduce some new business requirements / critical success factors, which have not previously been met through the Framework.

Work underway

A core group from operations, commissioning, finance, procurement, Devon Partnership Trust and the CCG's has worked on a shared vision and a set of high level delivery options. A 2 day workshop was held on the 10th and 11th March, with a follow up half day on 15th April, facilitated by Alexander consultancy, which delivered the following outputs:

- What success will look like for citizens / patients.
- The scope of the activity to be commissioned.
- A 'long list' of options for securing success.
- The evaluation criteria to assess options and agree a preferred option
- A high level goal-directed milestone plan

- 30 day and 60 days plans including RACI (responsible, accountable, consulted, informed) summaries for delivering action.

Work is also under way to:

- Create a strategic needs assessment
- Scope a 'core service specification' for the contract
- Review approaches in other parts of the country

Next steps

- Test the proposed models and approaches with commissioning partners / wider stakeholders
- Service user, provider and staff consultation
- Establish a project plan and project group

Source: Social Care Commissioning