



Issue 31 – October 2016

Recommissioning of unregulated care and support project

Devon County Council is currently undertaking a project that is recommissioning our unregulated care and support services.

'Unregulated' care means care and support that is not regulated by the Care Quality Commission; it does **not** cover packages of care where personal care is required by a person in their own home (this is commissioned through the Living Well at Home contract). It also does not cover Supported Living or Care Homes.

Unregulated support is currently commissioned in a number of separate arrangements by Devon County Council (DCC) and Devon Partnership Trust (DPT). Currently we contract for this range of services in the following ways:

1. Community Opportunities for people with mental health difficulties - previously commissioned in the form of block contracts
2. Community-based support (non CQC regulated) - previously known as type 1 under the Framework Agreement
3. Services previously commissioned under the 'Buildings Based' Day Opportunities Select Supplier List, for all Adult service users groups (Physical, Sensory, Learning Disability, Older People).

We plan to bring all these commissioning arrangements under one contract for all client groups instead of separate contracts for different client groups.

There will be two different categories which will fall under our unregulated support services:

- 1) Group Based Care and Support** – This is the term for services where groups of people come together for a service that is delivered to everybody at the same time. In the past we would have referred to this as 'Day Care'.
- 2) Individualised Care and Support** – This is the term for a support package which is delivered exclusively to one individual, in order for them to achieve their 'My Care and Support Plan' outcomes

There is an operational working group with representation from DCC and DPT, which is helping us to make sure the new contract and processes work; not only from a procurement and commissioning point of view, but also for frontline practitioners and ultimately for the people they support.

Our Involvement Team will also be supporting service users to give feedback and help with developing the evaluation questions that we will ask the providers. Providers are asked a range of questions as part of the tender process for the contract to ensure that they can meet the requirements of the contract and deliver a good service

We envisage that the new contract for Unregulated Care and Support will go live in September 2017.

We are yet to decide on a name for the new contract and we will let you know as soon as this happens.

Members of the project team are:

Elda Caldarone – Project Manager

Max Sillars – Senior Commissioning Officer

Lucie Spiers – Commissioning Officer for Individualised Care and Support

Helen Rainbird – Commissioning Officer for Group Based Care and Support

Helen Duff – Business Change Manager

James Szalanski-Coles – Senior Procurement and Contracts Officer

Louise Cox – Senior Management Information Officer

Steve Oman – Senior Accountant for SCC

Sam Alford – Business Relations Officer

John Wilkin – Senior Quality Assurance and Improvement Officer

Louise Rayment – Commissioning Support Assistant

We have an email address that we are encouraging operational staff to use for any queries:

adultsc.unregulatedsupport-mailbox@devon.gov.uk

Source: Adult Commissioning and Health - Transformation Team