

Appendix 3b - HOMECARE SERVICE SPECIFICATION

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1.	Introduction
1.1	Our ambition is to work collaboratively with the people of Lancashire to enable greater choice and control in living a good life, staying connected and engaged with their communities and supported in their everyday homes for longer. By adopting a strengths-based approach to all of our work, we are changing how we deliver better outcomes for Individuals, their families and communities.
1.2	The Authority is committed to: <ul style="list-style-type: none"> a. Supporting more Individuals to live well at home and enabling them to live a good life b. Help Individuals get support and advice easily when they need it so that crisis are avoided c. Reducing the number of Individuals going into residential and/or nursing care d. Reducing social care admissions to hospital e. Increasing the support we can offer in our communities, and neighbourhoods to ensure Individuals stay well and live longer
2.	The Service
2.1	This Lot is for the provision of 1:1 (or 2:1, where assessed as necessary) practical and personal care and support to adults over the age of 18, to enable them to remain at home as long as possible, retain as much independence as possible, access the local community and learn new skills.
2.2	It is expected that the Service Provider will support Individuals in all elements of personal care including moving and handling which will enable the Individual to carry out all tasks of daily living as described in the Core Specification.
2.3	It is expected that the Service Provider will support Individuals to meet any identified outcomes as described in the Core Specification.
3.	Referrals
3.1	Referrals for the Service will be issued by the Authority's Care Navigation Service via the Authority's referral portal (currently Oracle).
3.2	All referrals will be circulated once per day. Please see Lot 1b Call-off for details (Appendix 2b).
3.3	The referral will contain details around the needs of the Individual's care requirements. Please see Lot 1b Call-off for details (Appendix 2b).
3.4	Time slots will be offered to the Service Provider for each Individual' visit. Timeslots are subject to change dependent on the needs of the service Please refer to Lot 1b Call-off for details (Appendix 2b).

3.5	The Service Provider must provide a time in which they will arrive at the Individual's property to deliver the required support within the time slot stipulated in the referral.
3.6	<p>The Service Provider must respond to all referrals within 72 hours of publication on the Authority's referral portal stating the following:</p> <ul style="list-style-type: none"> a. Whether or not the Service Provider is able to accept the referral and if the Service Provider is not able to accept the referral they must state why b. The times in which the Service Provider will deliver each visit c. Whether the preferred male/female Care Worker can be provided d. The date on which the care will commence in line with 3.7 of this specification
3.7	The Service Provider must provide a date for the Services to commence, and this start date must be within 5 (five) days of the expiration of the 72-hour response time.
3.8	<p>Where there is a request for a Care Package of care to facilitate discharge from hospital the Service Provider must respond to all referrals within 24 hours of receipt stating the following:</p> <ul style="list-style-type: none"> a. Whether or not the Service Provider is able to accept the referral and if the Service Provider is not able to accept the referral they must state why b. The times in which the Service Provider will deliver each visit c. Whether the preferred male/female Care Worker can be provided d. The date on which the care will commence in line with 3.9 of this specification
3.9	Where there is a request for a Care Package of care to facilitate discharge from hospital the Service Provider must provide a date for the care to commence, and this start date must be within 24 hours of the expiration of the 24-hour response time.
3.10	The Service Provider is required to conduct an initial Health and Safety/Risk assessment with every new Individual prior to commencement of the Services. This is undertaken at the Authority's expense up to a maximum of payment for 1 hour of service delivery.
3.11	These processes detailed in this section are also contained within the Call-Off procedure document and are subject to change, dependent on the needs of the service.
4. Travel Time	
4.1	The Authority allows for up to 10 minutes of travel time within each visit made to an Individual in order to allow the Care Worker to travel between visits. E.g., a half an hour visit will include up to 10 minutes of travel time

	and a minimum of 20 minutes support time; an hour's visit will include up to 10 minutes of travel time and a minimum 50 minutes of support time.
4.2	There may be occasions in which the travel time included within Care Packages of care is not sufficient in allowing the Care Worker to get to the person's property in a timely manner.
4.3	If travel time is identified as a barrier to a Service Provider being able to accept a Care Package, the Service Provider will be asked to provide the following information to support this request: <ul style="list-style-type: none"> a. The amount of additional travel time required to make the Care Package viable. b. Proof that the Care Package cannot be met without the additional travel time e.g., details of other Individuals supported by the Service Provider in the locality including those that are nearest.
4.4	Additional travel time will be applied at the discretion of the Authority and only when all other options have been exhausted.
4.5	Any additional travel time agreed by the Authority will be reviewed regularly to ensure that it remains applicable to the Care Package.
5.	Changes to Care Packages (note that this specific section will be implemented in 2024)
5.1	Once a Care Package has commenced changes may be required in order to better accommodate an Individual's needs. This may be in the form of a reduction in the number of hours an Individual receives or an increase.
5.2	In order to facilitate a prompt change to the number of hours the Individual is in receipt of, the Authority will enable the Service Provider to make such changes automatically and without first seeking approval from the Authority within the parameters set out in 5.3 to 5.5 of this specification.
5.3	In accordance with Clause 5.5, the Service Provider will be able to reduce the number of hours an Individual receives by any number of hours provided that the reduction does not result in a cessation of the Care Package and;
5.4	The Service Provider will be able to increase the number of hours an Individual is in receipt of by up to 1 (one) hour per day (7 hours per week)
5.5	Upon identifying that an Individual will benefit from an alteration in their Care Package the Service Provider must: <ul style="list-style-type: none"> a. Discuss the change with the Individual and/or their family/advocate b. Agree the change with the Individual and a date on which the change will commence

- c. Submit in writing (via email) to the Authority details of the change that is to be applied to the Individual's Care Package including the following information:
 - i. Personal details pertaining to the Individual – Name, LAS ID number/DOB
 - ii. Details of the change that is to be applied to the Individual's Care Package
 - iii. Confirmation that this change has been discussed and agreed with the Individual and/or their representative
 - iv. Details pertaining to why the change is necessary and that all the relevant risk assessments have been undertaken
- 5.6 Upon receipt of the information required in 5.5 of this specification, the Authority will apply the change to the Individual's record.
- 5.7 The Authority will undertake regular checks to ensure that any reductions or increases applied to an Individual's Care Package are appropriate and maintain the safety of the Individual.
- 5.8 The Authority has the right to review and disapply any amendment made in accordance with this section.

6. Care Package Restarts

- 6.1 There will be occasions in which the Individual's Care Package has to be suspended because the Individual has been admitted to hospital or a temporary residential placement. The Service Provider must ensure that the Care Package remains in place for a period of 72 hours from the date of admission. The Service Provider will be paid 100% of the Care Package cost for this period and will not be paid for a period longer than 72 hours after the Care Package has been suspended.
- 6.2 The Service Provider must inform the Authority when an Individual has been admitted to hospital.
- 6.3 When the Individual is ready to return home and recommence receiving their Care Package, the Service Provider will be notified by the hospital or the Authority and provided with a date on which it is expected the Care Package will recommence.
- 6.4 The Service Provider who was previously supplying the Individual's Care Package will be offered the new Care Package first and if they are not able to accept the proposed Care Package, the Care Package will be offered to Service Providers in line with the Call-Off procedure.
- 6.5 The Service Provider must respond to the Authority within 2 hours of notification that the Care Package is to recommence to confirm that the Care Package can recommence on the start date supplied.

7. Staffing

- 7.1 The Authority expects Service Providers to support our collective workforce by:
- a. Offering flexible and better working options with flexible and attractive shift patterns
 - b. Continuing to develop the knowledge and skills of the workforce
 - c. Promoting careers in health and social care and encourage more people to choose to work in the sector
 - d. Retaining and building the care sector workforce and reduce turnover across the sector

8. Outcomes

- 8.1 The Service Provider will deliver outcomes that demonstrate:
- a. That Individuals have real control over their care and support and are involved in the planning of their care and support
 - b. That staff have the experience, knowledge and skills to support a wide range of support requirements including those with complex behaviours and dual diagnosis
 - c. That they enable Individuals to develop friendships and networks of support in their local communities wherever practical and possible and increase community connections and involvement.
 - d. That they continually review and update support plans to reflect a person's change in needs and aspirations
 - e. That they ensure that support is culturally sensitive and relevant to diverse communities that they operate in

9. Social Value

- 9.1 The Service Provider shall deliver the Services at all times having regard to the approach to social value (link to footnote). The Service Provider shall maintain and keep up to date records in line with the Authority's Social Value Policy as required by the Authority. As a minimum a Service Provider routinely delivering 750hrs per week shall be required, at the request of the Authority to provide an annual summary report detailing progress and measurable benefits. The summary report shall include reference to the following outcomes:
- 9.2 In accordance with the Authority's social value policy¹, the Service Provider must meet the following social value outcomes:
- a. More local people in work with support around career progression and training.
 - b. Thriving local businesses.
 - c. Responsible businesses that do their bit for the local community.
 - d. A local workforce that is fairly paid and well supported.
 - e. Communities supported to help themselves.
 - f. A reduction in poverty, health and education inequalities.
 - g. Reduction in costs by investing in prevention.

¹ <http://www.lancashire.gov.uk/media/898255/approved-social-value-policy-and-framework.pdf>

	h. Protecting our environment and reducing climate change.
9.3	The Service must use a range of innovative delivery approaches that provide additional social value, this could include: <ul style="list-style-type: none"> a. Apprenticeships b. Developing Community Circles c. Working with local networks, groups and organisations in order to establish opportunities for Individuals to improve their social connections and wider health and wellbeing d. Approaches that benefit the whole community not just individuals supported by the Service e. Identify Individuals and/or carers who are willing to be involved in ongoing engagement f. Proposing innovative support or additional value not identified in the areas above
9.4	The Authority reserves the right to update its Social Value Policy and may change the system used to monitor social value.
10. Changes to this Specification	
10.1	This Service is being commissioned at a time of significant change within the Health and Social Care System, and the Authority is committed to working together in developing these services further throughout the period of the Pseudo Dynamic Purchasing System (PDPS).
10.2	The delivery of service will need to be flexible over time and the Authority will work with Service Providers to move service delivery towards more personalised ways of working. This may include new or emerging methods of care planning, delivery and payment linked to individual or community scale outcomes.
10.3	The Authority therefore reserves the right to make changes to his specification over the course of the PDPS duration of up to 12 years in line with unforeseen changes in requirements and external factors such as new advances in technology e.g., telecare, telehealth
10.4	The Authority may explore ways in which Care Packages could operate in a more outcome focussed way.
10.5	The Authority may explore ways in which Care Packages could be less focussed on delivering that is attached times and tasks in order to deliver Care Packages in a more flexible way.
10.6	The Authority could introduce more autonomy and flexibility for Service Providers, such as becoming Trusted Assessors/Reviewers and in accordance with the Authority's duties under the Care Act 2014, the Authority may require the Service Provider to assist with assessments and reviews.

10.7	The Authority could introduce new ways of working which give Individuals more choice and control over the care and support they receive.
10.8	The Authority may introduce changes that require Service Providers to be more innovative in the way that they deliver homecare to people e.g., utilising technological opportunities.
10.9	The Authority may introduce changes based on a more collaborative way of working with our health partners which requires delivery of homecare in a more integrated way with healthcare staff. This may include delegated health care tasks.
10.10	The Authority may introduce changes that change the way payments are made e.g., moving away from time and task to payments based on care worker shift patterns.
10.11	The Authority may introduce changes to information systems e.g., Service Provider digital care records that are interoperable with the Authority's client record databases.
10.12	The Authority may introduce a requirement for the Service Provider to manage an Individual Service Fund on behalf of the Individual, if they choose this option for all or part of their personal budget. The requirements and obligations for the Service Provider will be clearly stated, should this be a requirement of this specification.
10.13	Any amendment to the Services shall be made in accordance with the PDPS Agreement and its terms and conditions.