

DORSET COMMISSIONING PARTNERSHIP

DORSET CARE

SERVICE SPECIFICATION: ROAMING NIGHTS

Segment 1

Lot 5

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1. Introduction

- 1.1 This specification should be read in conjunction with the Commissioning Intentions document, the Dorset Care Framework Overarching Service Specification (Document 1), Service Specification: Care and Support at Home (Segment 1, Lot 1), and additional information provided within the appendices. These documents will form part of the final contract for successful bidders.
- 1.2 This document specifies the requirements which apply to the provision of a Roaming Nights, out of hours Care and Support at Home service.

2. Aims and outcomes of the service

- 2.1 The Roaming Nights service will provide emergency, short term Care and Support at home during the hours of 10pm and 7am to prevent or help avoid unnecessary or inappropriate hospital admissions.
- 2.2 Service outcomes are:
 - To prevent unnecessary admissions into hospital
 - To work with the Service User to develop skills or strategies to independently manage during the night.

3. Description of the service

- 3.1 The service provides time limited, flexible Care and Support services during times of emergency to help Service Users avoid hospital admission and to remain in their own homes.
- 3.2 The service involves working with the community and other agencies to facilitate a seamless service, both during the period of the Roaming Nights service as well as planning services for the future.
- 3.3 The service will be available to Service Users for a maximum of six weeks other than in the case of emergencies or agreed by the responsible Commissioning Partner on a case by case basis.
- 3.4 The Roaming Nights service will aim to respond to any emergency situation

within 90 minutes of referral.

- 3.5 All calls must be attended by two Care and Support Workers who are fully trained and able to respond in emergency situations, using their skills, knowledge and training to provide a reactive service.
- 3.6 The Commissioning Partners accepts that to enable the service to perform to maximum efficiency, the Provider needs to receive timely and accurate Service User details to ensure service delivery.
- 3.7 The Roaming Nights service shall operate over seven days per week, between 10pm and 7am, every day of the year.

4. Service access and commissioning

- 4.1 Referrals to the service must be made through the responsible Commissioning Partners' Brokerage Team, Operational Team or Out of Hours Service.
- 4.2 Requests for provision are normally up to a maximum of 48 hours unless authorised by the Commissioning Partners e.g. Bank Holiday provision.

5. Review and discharge

- 5.1 If Care and Support needs are identified and need to continue, with the Service User's permission, the team will refer to the responsible Commissioning Partners' Brokerage team or Operational Team, for an assessment to be made. All information, records of visits and monitoring sheets will be provided for information with the assessment process.
- 5.2 Where provision has been agreed with the Clinical Commissioning Group (CCG) reviews will be subject to the CCG's own review and funding procedures.

6. Quality monitoring

- 6.1 Services and/or interventions will be monitored in line with Appendix 1: Care and Support at Home Quality Monitoring Standards.

7. Performance monitoring

- 7.1 The key performance monitoring measures are set out below and should be submitted on quarterly basis to the responsible Commissioning Partner.

KPI Reference	Measure	Quarter 1	Quarter 2	Quarter 3	Quarter 4
R1	Response times to emergency situations 30 – 60 minutes				
R2	Total number of hospital admissions prevented each week				
R3	Area that services are provided				
R4	Number of contact hours per week (to assess ratio of contact to travel/non-contact time)				
R5	Number of non-contact hours and travel time each week				
R6	Number of miles travelled each week				
R7	Number of visits in a week				
R8	Number of packages handed back to brokerage to broker long term packages				
R9	Number of requests refused and reason for refusal				
R10	Type of requests refused				

7.2 This supports the Commissioning Partners overarching performance monitoring framework. See Appendix 3.

8. Award/Call Off Process

- 8.1 The Commissioning partners intend to use supplementary quality questions when the lot is opened for the first time, and set maximum prices as part of a mini-competition process for packages of care. There may be only one provider awarded per locality area/ dependent on the need at the time.