

DORSET COMMISSIONING
PARTNERSHIP

DORSET CARE

**SERVICE SPECIFICATION:
LIVE-IN CARE**

**Segment 1
Lot 7**

Contents

1. Introduction	3
2. Aims and outcomes of the service.....	3
3. Description of the service	3
4. Service access and commissioning.....	5
5. Health, safety and security	6
6. Quality monitoring	6
7. Performance monitoring	6
8. Award/Call Off Process	7

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 Live-In Care and Support services for older people, adults with physical disabilities and/or mental health issues.
- 1.3 Live-In Care and Support is where a Care and Support Worker usually lives in the Service User's home to enable their needs to be met. A Care and Support Worker will be available to support the Service User throughout the day and at night if necessary, with breaks as specified by law. Some Care and Support Workers will live in all of the time, while others work a rota pattern for example, two weeks on, two weeks off.

2. Aims and outcomes of the service

- 2.1 The aim of the Live-In Care and Support service is to enable Service Users to retain control of their lives and improve their quality of life whilst living as independently as possible in their home. The Service User should feel confident and secure and be an active participant in all decisions regarding their Care and Support and within their community.

3. Description of the service

- 3.1 The Commissioning Partners wish to procure Live-In Care and Support services that are safe, supportive and enabling. As such, the exact nature of any service may vary depending upon the assessed needs of the Service User and the nature and location of accommodation.
- 3.2 Monitoring performance arrangements will in the main follow those detailed within the Service Specification for Care and Support at Home (Segment 1, Lot 1), however, these may be varied at any time to support the individual Service User outcomes.
- 3.3 It is expected that the service will:
 - Provide an individual package of Care and Support which is tailored to meet the needs of the Service User.
 - Be provided over 24 hours a day, seven days a week, every day of the year
 - Be centred on the Service User's preferences and aspirations for their Care and Support.

- Services may be commissioned for a single Service User on a one to one basis or for two or more Service Users as a shared Service.
- Be delivered in the home of the Service User, whether permanent, temporary or within the community, as required.
- The Care and Support Worker will deliver a full range of Care and Support at Home tasks in line with the Service Specification for Care and Support at Home (Segment 1, Lot 1).
- The responsible Commissioning Partners will ensure the Provider receives the Service User's Care and Support Plan containing sufficient detail for the Provider to make a first visit and appropriate introduction before the service commences.

3.4 The Provider will:

- Work with statutory and voluntary partners to ensure the Service User has access to community resources. This could include but is not limited to faith groups, minority ethnic community organisations, libraries, providers of sports and leisure activities, and informal support groups.
- Develop and maintain constructive working relationships with Service Users, Carers, families, colleagues, professionals and wider community networks.
- Work positively with Service Users to address any conflicts which may arise.
- Support the Service User to access existing opportunities in their local community.
- Ensure that the Care and Support Worker has a fully furnished and heated room where the Service User lives and where the Care and Support worker can sleep. Ensure that the Care and Support Worker has access to cooking and laundry facilities.
- Ensure that Live-In Care and Support Workers have a two-hour break (off the premises) every day.
- Ensure that the Live-in Care and Support Worker is assisted by a second worker where required to provide 2:1 care (e.g. double-ups to assist with provision of personal care). Where the Provider cannot provide such support, or arrange such support with another Framework Provider, the Commissioner reserves the right to commission this element of the service with another Provider.
- Ensure that where appropriate, night cover is provided by either Sleeping Night cover (Care and Support Worker may sleep but can be expected to be disturbed up to twice per night, for a total of one hour or less); or Waking Night (Care and Support Worker remains aware for the duration of the shift). Where the Provider cannot provide such support, the Commissioner reserves the right to commission this service with another Provider.
- Shall cooperate fully with any other Providers who are also involved in the

Support of the Service User.

- Night shifts are to be of 9 hours duration, commencing at 2200hrs, and finishing at 0700hrs the following day.
- Ensure that the Care and Support Worker is not required to work in excess of eleven 'active' hours per 24 hour period. If the care and support worker is generally used at night this means that only one or two disturbances can occur during the day or vice versa.
- Fee rates shall include mileage to and from the Service User's home. However, any additional mileage undertaken, e.g. taking the Service User shopping, shall be paid at the Commissioning Partners' volunteer mileage rate, as outlined on the pricing schedule. Mileage to be agreed on a case by case basis, the maximum amount of mileage payable would be 45p per mile.
- The Provider shall not impose additional charges in relation to food for the Care and Support Worker, nor shall the Service User be expected to provide food.
- Ensure that Care and Support Workers where appropriate have valid motor insurance.
- Ensure that the Service User and/or Carer are fully involved with the selection of the Care and Support Worker(s) for their Care and Support.
- Endeavour, as far as possible, to ensure a continuity of regular Care and Support Workers to enable effective working relationships to be developed between the Care and Support Worker and the Service User and/or Carer.
- The provision of Live-In Care will apply to both long term, and short term (e.g. rehabilitation, step-up, and CHC Fast Track) services.

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 The Commissioning Partners accept that to enable the service to perform to maximum efficiency, the Provider needs to receive timely and accurate Service User details, such as a detailed Care and Support plan. Ongoing or recent medical history, short or long-term medication and full operational contact details including GP, next of Kin, key safe codes etc.
- 4.3 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.

5. Health, safety and security

- 5.1 Providers will be responsible for the assessment of the suitability of accommodation in line with their appropriate Risk Assessment policies and statutory guidance.

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 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	Number of Service Users accepted into the service				
R2	Number of Service Users declined and why				
R3	Number of Service Users completing the service				
R4	Number of Service Users leaving the service prior to completion and why				
R5	Response to emergency referrals within 24 hours (weekdays)				
R6	Response to referrals within week one				
R7	Service Users who received first visit within 7 working days from referral acceptance.				
R8	A support solution, with outcomes agreed with Service User / Carer within 5 working days of first visit.				

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

8. Call Off Process

8.1 The Commissioning partners intend to use supplementary quality questions when the lot is opened for the first time, only the providers within the top 5 score for quality will be awarded to this lot. They will also set maximum prices as part of a mini-competition process for packages of care.