

DORSET COMMISSIONING
PARTNERSHIP

DORSET CARE

**SERVICE SPECIFICATION:
CHILDREN'S CARE AND SUPPORT
AT HOME AND COMMUNITY
SUPPORT**

**Segment 1
Lot 9**

Contents

Part 1 – Specification of Dorset County Council

1. Introduction.....	2
2. Aims and outcomes of the service.....	3
3. Description of the service	4
4. Service access and commissioning.....	5
5. Staffing and Safeguarding	5
6. Quality Monitoring	6
7. Performance monitoring	6
8. Award/Call off Process.....	7

Part 2 – Specification of NHS Dorset Clinical Commissioning

Group

1. Introduction.....	8
2. Aims and outcomes of the service.....	8
3. Description of the service.....	8
4. Service access and commissioning.....	9
5. Health and Safety.....	10
6. Staffing and Safeguarding.....	10
7. Quality Monitoring.....	10
8. Performance monitoring.....	10
9. Award/Call off Process.....	11

Introduction

Part 1 – Specification of Dorset County Council

- 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 The Care Act 2014 and the Children and Families Act 2014 strengthen the rights and recognition of Carers in the social care system, including giving Carers the right to receive services.

2. Aims and outcomes of the service

- 2.1 The aim of the service is to provide Care and Support at Home for Children who are Disabled and opportunities for the inclusion of Children with Disabilities in their local community.
- 2.2 The Care and Support at Home and Community Support for Disabled Children has outcome expectations at several levels:
 - Strategic level
 - Service Level
 - Individual Level
- 2.3 All Care and Support services under the frameworks will contain provisions to enable regular monitoring to take place in support of outcomes at all of these levels. By ensuring a wide range of available short break activities across the county at different times and to meet differing needs the programme will in particular support the following outcomes:
 - Parents and Carers feel better supported and have more opportunities to relax with each other or spend quality time with their other children.
 - Parents and Carers have increased capacity to cope in their caring role improving their health, wellbeing and quality of life.
 - Parents and Carers have a reduced likelihood of breakdown and crisis in their family role and reduced the likelihood of needing social care intervention.
 - Children and young people who are disabled have opportunities to enjoy experiences and activities with their peers and siblings, independently of their primary carers contributing to their personal and social development, confidence and independence and reducing social isolation.

- Children and young people become more active members of their communities and so as adults be less reliant on adult social care services.
- Providers to have high aspirations of the children and young people they work with.
- Increased levels of participation in breaks that are fun and meet the needs of individuals.
- The further development of Direct Payments / Personal Health Budgets to enable families to have choice and independence.
- Better provision of availability and information regarding short breaks opportunities and a reduction in barriers to mainstream and community services so that eligible children and young people have the same access as their non-disabled peers.
- Improved choice due to an increase in the range of activities and services available.
- Improvements in life skills including independence, self-confidence, self-esteem and dealing with change and challenges.
- Improved health and well-being for all members of the family.
- Providers having appropriate quality standards, policies and procedures in place.
- Providers having adequate staff and volunteer levels in place with the necessary skills and training to meet identified needs.
- Leverage of other funding sources including in-kind contributions and volunteering to ensure sustainability and increase in short break provision.
- The co-production of services/breaks with parents/carers, children and young people and partner agencies.
- Children and young people feel safe and supported through providers having effective safeguarding policies and procedures in place.

3. Description of the service

Care and Support at Home

- 3.1 In line with the requirements of the overarching Care and Support at Home service specification for the provision of Care and Support services to develop and support disabled children and young people as individuals at home and to minimise the barriers they face.

Community Support:

- 3.2 To provide opportunities for the inclusion of Disabled Children and young adults into mainstream and universal activities of their choice and within their local communities.
- 3.3 The Care and Support at Home service will be provided by trained care and support workers who can enable Children and young people to experience a Short Break from their family and access facilities, enjoy and experience activities which might otherwise be difficult for them to enjoy.

4. Service access and commissioning

- 4.1 The services will be required to cover specialist referral users (as below) made by the Children Who Are Disabled social care team (CWAD).
- 4.2 Specialist referral users will predominantly be children and young people, aged between 8 years and up to the young person's 18th birthday, with a severe learning disability or behaviour which is challenging for carers to manage, including behaviour that poses a risk of harm to the child or others, complex needs (including additional physical disabilities and complex health needs), and/or severe learning difficulties and/or behaviour that is difficult for carers to manage. These recipients will be referrals direct from the DCC Children Who Are Disabled social care team.
- 4.3 Those with less complex needs are likely to be in receipt of a Direct Payment / Personal Health Budget or self funding.
- 4.4 Each service will need to be available throughout the year and service cover will be required across the whole of Dorset County Council area.

5. Staffing and Safeguarding

- 5.1 Care and Support Workers for both services will be required to have an RC category enhanced DBS check and be subject to full safe recruitment in accordance with the Bournemouth Dorset and Poole Inter-Agency Safeguarding Procedures and the Dorset Safeguarding Children Board (DSCB) policies and procedures.
- 5.2 The Provider shall fully adopt and implement the Bournemouth Dorset and Poole Inter-Agency Safeguarding Procedures and the Dorset Safeguarding Children Board (DSCB) policies and procedures (<http://www.dorsetscb.co.uk/site/advice-for-people-working-with-children/local-inter-agency-procedures/>).
- 5.3 The Provider shall follow and fully implement the prescribed procedures in relation to safer recruitment (http://pandorsetscb.proceduresonline.com/chapters/p_safe_rec.html) and all other child safeguarding procedures. The provider shall evidence compliance with these 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 and any other relevant 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 Disabled Children accepted into the service				
R2	Number of Disabled Children declined and why				
R3	Number of Service Users who have received a service based on an Improved choice due to an increase in the range of activities and services available.				
R4	Number of activities available to take as a short break				
R5	Number of Service Users who have attended each activity				
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 the Service User and their families within 5 working days of first visit.				

- 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.

Part Two – Specification of the NHS Dorset Clinical Commissioning Group, for Children’s Complex Care and Support At Home

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 part of the document specifies the requirements which apply to the provision of Complex Care and Support Services for Children and Young Persons, aged 0 – 18 years, with physical disabilities and/or mental health issues.
- 1.3 The Complex Care and Support service will cover Children’s Continuing Care service user who have health needs which, due to their severity and unpredictability, require the commissioning of oversight and/or service input by a suitably qualified Nurse.
- 1.4 For the purposes of this document any reference to Care and Support Workers shall be taken to include both Health Care Assistants and Registered Nurses.

2 Aims and outcomes of the service

- 2.1 The aim of the Complex 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 Complex 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 Due to the nature of complex care, we will seek clinical guidance regarding performance monitoring from CCG Quality Assurance Team to ensure appropriate clinical oversight is maintained. Performance will be monitored for individual service users against their individual care plan. Service Specification for Care and Support at Home (Segment 1, Lot 1), however, these maybe 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, where required.
- Be centred on the Service User's preferences and aspirations for their Care and Support.
- 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 or 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.
- Cooperate fully with any other Providers who are also involved in the support of the Service User.
- Not be entitled to claim Mileage to and from the Service User's home, or for any other reason, other than with the prior agreement of the Commissioner.
- 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 continuity of regular Car and Support workers to enable effective working relationships to be developed between the Care and support Worker and the Service User and/or Carer.

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.

4.4 Should the Provider be unable to recruit the required number of suitably trained and qualified care workers to enable mobilisation of the agreed Package of Care within the 20-week period, the Provider shall bear sole liability for the cost of hiring suitably qualified agency staff to enable the agreed Package of Care to mobilise. No costs associated with the provision of such agency staff will at any point be transferred in any way to the Commissioner or the Service User/Service User's next of kin.

5 Health, Safety and security

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

6 Staffing and Safeguarding

6.1 Care and Support Workers for both services will be required to have an RC category enhanced DBS check and be subject to full safe recruitment in accordance with the Bournemouth Dorset and Poole Inter-Agency Safeguarding Procedures and the Dorset Safeguarding Children Board (DSCB) policies and procedures.

6.2 The Provider shall fully adopt and implement the Bournemouth Dorset and Poole Inter-Agency Safeguarding Procedures and the Dorset Safeguarding Children Board (DSCB) policies and procedures (<http://www.dorsetlscb.co.uk/site/advice-for-people-working-with-children/local-inter-agency-procedures/>).

6.3 The Provider shall follow and fully implement the prescribed procedures in relation to safer recruitment http://pandorsetscb.proceduresonline.com/chapters/p_safe_rec.html and all other child safeguarding procedures. The provider shall evidence compliance with these procedures.

7 Quality Monitoring

7.1 Services and/or interventions will be monitored in line with Appendix 1: Care and Support at Home Quality Monitoring Standards and any other relevant Quality Monitoring Standards.

8 Performance monitoring

8.1 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 Disabled Children accepted into the service				
R2	Number of Disabled Children declined and why				
R3	Number of Service Users who have received a service based on an Improved choice due to an increase in the range of activities and services available.				
R4	Number of activities available to take as a short break				
R5	Number of Service Users who have attended each activity				
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 the Service User and their families within 5 working days of first visit.				

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

9. Award/Call Off Process

9.1 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.