
**AGREEMENT FOR THE PROVISION OF
DOMICILIARY SERVICES FOR ADULTS**

Responsible Cabinet Member – Councillor Copeland, Adult Services Portfolio

Responsible Director – Cliff Brown, Director of Community Services

SUMMARY REPORT

Purpose of the Report

1. The purpose of this report is to inform members of the renewal of the Domiciliary Care Contract with Carewatch for a period of 3 months under Director's delegated powers, to allow the current review process to be completed and to ensure that there is no immediate risk to any of the Service Users currently receiving a service.

Summary

2. The current Agreement for Domiciliary Services for Adults ended on 30 September 2009 and a joint tender exercise was undertaken with NHS County Durham.
3. Tenderers were invited to submit an hourly rate. To ensure that the service was provided within the Council's budget, a ceiling rate was set at £11.03 per hour.
4. Carewatch, the current provider, were unsuccessful in the tender process due to submitting an hourly rate above the ceiling rate. Their submission was not evaluated and therefore they have not been invited onto the Framework Agreement. This means that a number of service users need to be contacted and reviewed to discuss new arrangements.
5. Due to the fact that reviews have taken longer than expected, the process was not completed by 30 September 2009, in addition to the reviews already undertaken, there has been a large number of service users wishing to move to direct payments. Due to this unforeseen demand, the Direct Payments Support Service were not able to undertake their own reviews by 30 September 2009.

Recommendation

6. It is recommended that Cabinet approve the actions taken by the Director of Community Services, under Contract Procedure Rule 16, and a three month agreement for Domiciliary Care be entered into with Carewatch at an hourly rate of £11.02.

Reasons

7. The recommendations are supported by the following reasons :-

- (a) The renewal period will allow the remainder of the reviews to be undertaken and will allow the Direct Payments Support Service to undertake their own reviews.
- (b) The renewal period will ensure that there is no immediate risk to any of the Service Users currently receiving a service from Carewatch and that there is a smooth transfer to either Direct Payments or to an alternative Provider.

Cliff Brown
Director of Community Services

Background Papers

No Background papers were used in the preparation of this report.

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S17 Crime and Disorder	Providing Domiciliary Care Services enables local vulnerable adults and older persons to remain safe and secure in their own homes despite changing needs over time.
Health and Well Being	The provision of Domiciliary Care optimises independent living for many local vulnerable people and reduces the incidence of hospital and care admissions. Social Care can act as a catalyst to facilitate early discharge to prevent admission to hospital.
Sustainability	The provision of Domiciliary Care can contribute to continued and diverse sustainability of local communities by supporting vulnerable people in their neighbourhood.
Diversity	The provision of Domiciliary Care is targeted at vulnerable local people with assessed needs.
Wards Affected	All.
Groups Affected	Adults – Older People, Physical Disability, Learning Disability.
Budget and Policy Framework	This falls within the Council’s budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision.
One Darlington: Perfectly Placed	Providing Adult Social Care will contribute to a number of key themes: Healthy, Aspiring, Safer and Prosperous Darlington.
Efficiency	Not applicable.

MAIN REPORT

Information and Analysis

8. The current Agreement for Domiciliary Services for Adults ended on 30 September 2009 and a joint tender exercise was undertaken with NHS County Durham for a new framework agreement – Domiciliary Care and Domiciliary Continuing Health Care for Adults.
9. As part of the tender process tenderers were invited to submit an hourly rate and to ensure that the service would be provided within the Council's budget an affordable rate was set within the tender at £11.03 per hour and tenderers were asked to submit a rate at or below the £11.03 per hour.
10. Carewatch, current provider, submitted an hourly rate of £11.86 which was above the affordable hourly rate clearly set out in the Tender Documentation. Fourteen other providers submitted tenders and all were either at or below the affordable rate set within the tender. The rate was considered too high and Carewatch was not evaluated further.
11. Due to Carewatch's unsuccessful tender, service users receiving domiciliary care from them need to consider new arrangements for their care. A letter was forwarded to all 142 Service Users advising of the situation and explaining that a Care Manager or Review Officer would be contacting them directly to undertake a review of their care package and that the Department would work with both the service users and Carewatch to look at ways that service users could continue with Carewatch through Direct Payments or to identify a new provider to undertake their care package.
12. Due to the number of reviews to be undertaken the review process would not be completed by 30 September 2009. Many Service Users who have been reviewed have opted to use a Direct Payment to purchase care direct from Carewatch. Therefore to ensure that all service user reviews are completed and to ensure that the Direct Payment Service has the capacity to visit all the service users who have been referred for a direct payment can be seen the Department is requesting that a three month agreement for Domiciliary Care be entered into with Carewatch.

Outcome of Consultation

13. Consultation did not take place.