

Service Specification Summary

Domiciliary Care (Adults 18 years plus)

SCOPE OF SERVICES REQUIRED:

- The Council is seeking to build a sufficient supply of CQC registered providers for domiciliary care services for adults aged 18+; in particular for adults with:
 - Frailty and older age-related care needs
 - Dementia care needs
 - Mental health needs
 - Physical disabilities; neurological and long-term conditions
 - Learning disabilities and / or Autism
 - Sensory impairments (deaf / blind)
 - Dual care and support needs
- The services required under the DPS include:
 - Support with personal care, dressing, getting up and going to bed.
 - Continence care and support; assistance with medication
 - Assistance with eating and drinking
 - Support with light meal preparation, and light domestic duties around the home.
 - Care and support for adults with complex care needs (including behaviour that challenges)
 - Reablement services (for up to 6-weeks)
 - Night-time care calls, sleep-ins, waking-nights
 - Single handed and double handed care; waking nights and sleep-in care.
 - Welfare checks; assistance to attend appointments in the community.
- Direct payment users will be eligible to buy care via the DPS at the same hourly rate charged to the Council

CORE ENTRY REQUIREMENTS:

- To be able to apply to join the DPS, Providers will be:
 - Registered with the Care Quality Commission (CQC) to provide care services.
 - Rated Good or Outstanding (by CQC) at the time of application; nor subject to any safeguarding, regulatory or enforcement action.
 - Located in one of the 8 x local authority areas that constitute Northwest London i.e. Ealing, Brent, Harrow, Hillingdon, Hounslow, Hammersmith & Fulham, Kensington, and Westminster (CQC registered locations outside Northwest London are not eligible to apply to join the DPS).
 - Pay their carers (as a minimum) in line with the RLW (London) rate.
 - In the main, have effective Electronic Call Monitoring (ECM) systems in place.

GEOGRAPHY:

- Domiciliary care will be provided via the 7-towns that make up the borough i.e. Acton, Ealing, Greenford, Hanwell, Northolt, Perivale, and Southall
- Providers will have the option to provide services in one or more of the 7-towns at the application stage.

CALL TIMES:

- Services will be available 7-days per week / 365 days per year
- Daytime services will be available between 07:00 – 22:00
- Where required, night-time services will be provided between 22:00 – 08:00
- Ealing Council commissions calls on a 30-min, 45-min, and 60-min basis; increasing by increments of 15-mins.

WORKFORCE:

- Providers applying to join the DPS will ensure:
 - Services are delivered using strength based and person-centred practice.
 - Registered Managers are experienced and suitably qualified to ensure services are well led.
 - Carers are trained and competent to meet all necessary standards and provide high-quality care
 - As a minimum, carers will have achieved (or be in the process of achieving) the Care Certificate
 - All members of the workforce will be trained in safe care practices and be aware of their safeguarding responsibilities.