

Service Specification Summary

Extra Care Services (Adults)

SCOPE OF SERVICES REQUIRED:

- The Council is seeking to build a sufficient supply of CQC registered providers for extra-care services; in particular for adults with:
 - Frail and older age-related care needs
 - Dementia care needs; mental health support needs
 - Physical disabilities; neurological and long-term conditions
 - Learning disabilities; autism
 - Sensory impairments (including deaf / blind)
 - Adults with dual needs
- The care and support services required 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)
 - Single handed and double handed care
 - Night-time care calls
 - 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 this category of the DPS, Providers will:
 - Be registered with the Care Quality Commission (CQC) to provide care services
 - Be rated Good or Outstanding (by CQC) at the time of application; and not be subject to any safeguarding, regulatory or enforcement action.
 - Have experience of delivering services in an extra-care setting.
 - Pay their carers' (as a minimum in line) with the RLW (London) rate.
 - Have effective Electronic Call Monitoring (ECM) systems in place.

CALL TIMES:

- Services will be available 7-days per week / 365 days per year
- Daytime services will be provided between 07:00 – 22:00
- Night-time services will be provided between 22:00 – 08:00
- The Council commissions care calls on a 30-min, 45-min, 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 to provide high-quality care and support.
 - 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 and processes.