

The Council commissions domiciliary care as a duty under section 2 of the Chronically Sick and Disabled Persons Act 1970, for people with disabilities, or who are chronically sick, or who have a mental illness, as a power under schedule 8 of the National Health Service Act 1977 for people who are or who have been ill or to prevent illness and as a power under section 45 of the Health Service and Public Health Act 1968 for older people.

Description of project / service

We wish to commission the provision of domiciliary care in accordance with these duties and powers. The provider will deliver Domiciliary Care Services to meet the specific needs of those adults in the borough who are housebound and who require assistance with personal care needs to enable them to remain safely in their homes and maintain their independence.

We want the service to offer

- Reliable, consistent and flexible personal care service
- A service that operate 24 hours a day, 7 days a week every day of the year.
- Services that are responsive to all service users regardless of age, gender, ethnic origin, language, religion, sexual orientation, disability or impairment.

Service users will be identified via a Community Care Assessment as being in need of care and support to remain safely in their homes. They will be:

- Adults mental health problems;
- Adults physical disabilities;
- Adults with sensory impairment;
- Adults who are recovering from illness.

Providers must ensure that

- Service users will be protected from abuse, neglect and self-harm
- Service users and their relatives feel confident that any complaint will be taken seriously and quickly acted upon
- Care plans will be drawn up to meet the identified wishes and needs of the service users
- All care staff have the full range of training that they need to provide an appropriate and safe service
- Information Systems (such as electronic rostering and monitoring) are in place or there are plans to have such systems in place.
- The council requires providers to meet CSCI registration requirements

Value of service for various stakeholders

We would like to see explicit references in the tender documentation to potential community benefits that your organization/partnership may be able to provide under Council contracts:

Evaluating the value of the service

Organisations tendering for the service provision should outline how evidence will be gathered to evaluate the proposed benefits to the community