

# North Somerset Council

## Report to the Executive

**Date of Meeting: 27 April 2022**

**Subject of Report: Commissioning Plan – Care and Support Provider for Diamond Court And Lakeside Court Extra Care Housing Development In Worle**

**Town or Parish: Worle**

**Officer/Member Presenting: Executive Member For Adult Social Care And Health**

**Key Decision: Yes**

**Reason: This decision will result in the Local Authority incurring expenditures of £500,000 or over**

## Recommendations

It is requested that the commissioning plan be approved to proceed to tender for;

- A care and support service at a Diamond Court and Lakeside Court Extra Care Housing schemes.

### 1. Summary of Report

The report details the context as to how the Council has arrived at the need to commission the above service, the details of the service to be commissioned and the estimated cost to the Council.

### 2. Policy

The North Somerset Corporate Plan 2020-24 considers various areas of key focus.

The following listed under A Thriving and Sustainable Place, relates to this recommissioning.

- A great place for people to live, work and visit

The following listed under A Council Which Empowers and Cares About People, relate to this recommissioning.

- A commitment to protect the most vulnerable people in our communities
- A focus on tackling inequalities and improving outcomes

- Partnerships which enhance skills, learning and employment opportunities

The following listed under An Open and Enabling Organisation, relate to this recommissioning.

- Engage with and empower our communities
- Manage our resources and invest wisely
- Embrace new and emerging technology
- Collaborate with partners to deliver the best outcomes

The Council's Housing with Support Strategy details;

*In the past the solution for many people who needed care and support was a residential or nursing home where their needs could be fully met in one place. Whilst for some people the need for residential and nursing care will continue the link between wellbeing and independence is well recognised. Skills for Care highlight this in their core principles:*

*An analysis of projected demand for Extra Care Housing in North Somerset made in 2013 using the Strategic Housing for Older People Analysis Tool from the \*Housing LIN, indicated that demand would outstrip supply by more than 200% by 2030*

*\*The Housing Learning and Improvement Network (LIN) is a sophisticated network bringing together housing, health and social care professionals in England, Wales, and Scotland to exemplify innovative housing solutions for an ageing population. Recognised by government and the housing with care sector as a leading 'knowledge hub' on specialist housing, our online and regional networked activities*

It is apparent that there is less Extra Care Housing in North Somerset than would be expected for the population but demand involves appetite as well as statistics. The steady filling of the most recent development to open at Strawberry Gardens would seem to indicate that there is an appetite for this type of provision in the area but more work could be done with older people to ascertain the type of accommodation with support that they are looking for and what needs to be in place for them to be able to make a move.

The Housing LIN are currently undertaking an Older Persons Housing Needs Assessment for the Council and the report is expected in March 2022. This will give some further insight into residents of North Somerset's perception of Extra Care Housing and provide recommendations to support our future development of the service.

### **3. Details**

#### **3.1 Background**

Extra Care Housing is housing designed with the needs of older people in mind and is available to people aged 55 and over. Residents of Extra Care Housing have their own self-contained homes, their own front doors and a legal right to occupy the property. Extra Care Housing is not a care home. There is an onsite care provider who will deliver care and support to the residents of the development with a view to enabling clients to remain as independent as possible in their own home. The care provider is also available for any emergency calls required by the clients.

North Somerset Council is committed to offering Extra Care Housing as an alternative to residential care for those people who can no longer manage in their current home due to their care needs. Extra Care Housing should be a vibrant place to live with activities and facilities available for residents and the local community. Although the care provider is not responsible for this, they will be expected to work closely with the housing provider to achieve this.

The Council currently has nominations to 5 Extra Care Housing developments.

<b>Development</b>	<b>Landlord</b>	<b>Care Provider</b>	<b>Number of nominated flats</b>
Diamond Court, Worle	Housing and Care 21	Homelife Carers	53
Lakeside Court, Worle	Hanover Housing	Homelife Carers	33
Waverley Court, Portishead	Hanover Housing	Nobilis Care	45
Tamar Court, Worle	Alliance Homes	Access Your Care	33
Sandford Station, Sandford	St Monica Trust	St Monica Trust	15

#### Extra Care Housing eligibility criteria

The eligibility criteria and application process does not apply to lease/shared ownership flats.

Applicants must:

- be 55 or over
- be eligible to receive care from North Somerset Council
- be eligible for North Somerset council funding
- have a current application for housing via North Somerset Council's Home Choice Development
- be resident in North Somerset

People with exceptional circumstances may be considered on a case by case basis.

The Council is responsible for commissioning the care provider to work within the Extra Care Housing schemes.

### **3.2 Current Position and What We Know Now**

On 29<sup>th</sup> September 2015, Full Council approved the award the contract for the delivery of care into Diamond Court and Lakeside Court Extra Care Housing developments to The Human Support Group commencing 1 November 2015. These contracts had an initial Term of 4 years with an additional Term of 3 years. The additional Term was utilised and the contracts are due to expire on 31 October 2022.

The contracts are currently being delivered by Homelife Carers, with The Human Support Group having novated the contracts to Notaro Homecare in 2016 and Notaro Homecare having novated the contracts to Homelife Carers in April 2021.

Current situation with service delivery;

	Number of flats	Number of flats for NSC nominations	Number of current NSC SU	Number of NSC care hours per week
Diamond Court	53 – to be 73	27 plus - to be 47 plus Aug 22	26	315.25
Lakeside Court	33	33	22	256

Diamond Court is currently being extended with an additional 20 flats being built and available in the summer 2022.

The Council has experienced issues with the landlord, Housing 21 not being consistent with the level of nominations they have allowed the council to have into Diamond Court. Recently we have agreed 50% nomination rights into the main building of Diamond Court with 100% nomination rights to the 20 new flats.

The Council has 75% nomination rights into Lakeside Court however Anchor who is the landlord usually offers 100% nominations unless they have an urgent referral.

The current model of care in Diamond Court and Lakeside Court is that the Council commissions the care provider and funds the care packages delivered to North Somerset Council nominated clients and waking night staff which includes 24-hour cover for emergencies.

In the most recent Extra Care Housing development contract for Strawberry Gardens in Yatton the Council only fund care delivered as part of a package of care. 24-hour emergency cover is funded via a weekly payment of £23, made by every resident of the development, to the care Provider. This is known as a Core and Add-on model. This model was able to be used due to Strawberry Gardens being a new development and is working well.

### **3.3 Future Contract Model**

It is proposed that the new contracts for Diamond and Lakeside Court will mirror the existing contracts and be for a total Term of seven years. We will commission one or two care providers, one per scheme, to undertake planned care and support with a 24 hour presence of at least one member of staff.

#### 4. Consultation

No formal consultation has been undertaken around the commissioning of the care provision.

During a contract compliance visit in August 2021 a number of residents and relatives were contacted by the Council to gain feedback about the service being provided by Homelife Carers at both Lakeside Court and Diamond Court.

There were no negative comments given about the care staff at either of the services. Overall, the comments were very positive by both residents and their relatives about the care being provided by Homelife Carers. The residents spoken with all found the care workers to be attentive, caring, kind and very competent at their job. Relatives also found the carers to 'excellent' and 'superb' and found the communication within the services to be very consistent and effective. However, some did comment about the main head office and communication difficulties.

We meet quarterly with the landlords of the Extra Care Housing Schemes and will keep them updated on the contract award and implementation.

Councillor Crosby and Scrutiny panel have been consulted by Gerald Hunt and Kate Bolger.

The Procurement and Legal teams have been consulted in the preparation for this tender.

#### 5. Financial Implications

##### Costs

The true cost of the service will be based on individual care assessments. The current cost of the service is as detailed below, together with an estimate of the additional costs of the Diamond Court extension, although it should be noted that the hourly rate may be higher at tender.

Scheme	2021/22 Hourly Rate	Care Hours / week	Care Cost per Week	Waking Nights Cost per week	TOTAL Cost per Week	TOTAL cost per annum	TOTAL cost contract term (7 years)
Diamond Court Existing	£18.21	308.50	£5,617.79	£1,143.59	£6,761.38	£351,592	£2,461,141
Lakeside Court Existing	£18.21	277.75	£5,057.83	£1,143.59	£6,201.42	£322,474	£2,257,316
Diamond Court Additional	£18.21	240.00	£4,370.40		£4,370.40	£227,261	£1,590,826
<b>TOTAL</b>		<b>826.25</b>	<b>£15,046.01</b>	<b>£2,287.18</b>	<b>£17,333.19</b>	<b>£901,326</b>	<b>£6,309,282</b>

Extra care nominations provide savings to the Council as they avoid / delay more expensive residential placements. Financial information gathered from the nominations into Tamar Court have indicated that the target expectation for the next Extra Care Housing development is that for every five placements there will be one cash saving of an average £275 per week (someone who moves from residential care) and three cost avoidance

savings of an average £225 per week (clients who would have required a residential placement if extra care had not been available). On this basis, annual savings of c. £200k are expected to be made as a result of the extension of Diamond Court, and are included in the published Medium Term Financial Plan over a 2-year period.

## **Funding**

Funding will come from the Adult Social Care Budget and, as described above, is expected to be more cost effective than other forms of care, such as residential care.

## **6. Legal Powers and Implications**

The services considered in this procurement are statutory requirements (Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983 as amended in 2009). Local Authorities cannot provide these services themselves as the legislation requires them to be provided independent of the Local Authority or NHS Providers.

## **7. Climate Change and Environmental Implications**

The climate change and environmental implications are low in relation to this tender and service. Domiciliary care services tend to focus on recruiting local staff. With Extra Care Housing, staff are onsite and therefore not required to travel between clients. The contract will require the Provider to encourage clients living in Extra Care Housing to recycle wherever possible. The contract will also encourage the Provider to use local suppliers. Any waste generated in the provision of the services, such as PPE and clinical waste, will be kept, collected and disposed of appropriately.

## **8. Risk Management**

Provider failure will be mitigated by robust contract monitoring and compliance of the contract. Performance indicators will be set for the contract with the monitoring of these being undertaken by the contracts and commissioning team.

All community based care and support is paid in arrears which lowers the risk of financial loss to the Council.

## **9. Equality Implications**

An EIA summary has been completed

Positive impacts were identified for Disabled people, people of a certain age and informal Carers. There were no negative impacts identified as the aim of the commissioning is to improve the independence of service users, availability of services and achieve best value.

## **10. Corporate Implications**

There are no corporate implications.

## **11. Options Considered**

In making our recommendations we have considered;

- What is working and not working currently

- The Council's Housing with Support strategy
- Housing LIN guidance and information

We have considered implementing the Core and Add-on model for the new contracts for Diamond Court and Lakeside Court however due to the developments being well established with residents who have lived there for long periods of time, we do not feel it would be viable to implement at this time.

We have considered applying the weekly payment for new residents that move in so over time, every resident would pay a weekly charge and the Council could reduce it's funding to the care provider. This creates an inequality in the developments and could cause issues between residents who pay and residents who do not.

We have considered other ways of reducing the cost to the Council of funding the 24 hour emergency cover within the schemes. We have reviewed the possible use of Acoustic Monitoring, which is a technology that the Council is looking to implement within care homes in North Somerset. Acoustic Monitoring is a unit that is placed in residents' rooms which identifies what is normal for each resident, down to breathing pattern. The system will alert staff if there are changes to what is normal. The benefits of this being that staff in care homes only need to enter a resident's room if the system detects a change, rather than routinely during the night. The theory of Acoustic Monitoring in Extra Care is a good one however, having discussed the details of the system, the residents of Extra Care are more active and are not just confined to one room, like in a care home. The system would not cope with this and therefore it is not a viable option.

There is future scope for considering working with the Council's emergency response service to have a roving waking night team who will respond to emergencies across all Extra Care Housing schemes in North Somerset. This will need careful consideration and consultation with the landlords of the schemes, care providers and residents.

Research was undertaken by reviewing advice on best practice by the Housing LIN.

**Author:**

Gerald Hunt, Principle Head of Commissioning, Partnerships & Housing Solutions

[Gerald.hunt@n-somerset.gov.uk](mailto:Gerald.hunt@n-somerset.gov.uk)

01934 634803

**Appendices:**

N/A

**Background Papers:**

Extra Care Housing case studies and recommendations can be found on the Housing LIN website below.

<https://www.housinglin.org.uk/Topics/type/Approaches-to-Procurement-and-Delivery-of-Care-and-Support-in-Housing-with-Care/>