

DORSET COMMISSIONING  
PARTNERSHIP

DORSET CARE

**SERVICE SPECIFICATION:  
EXTRA CARE HOUSING**

**Segment 1**

**Lot 8**

## Contents

1. Introduction .....	3
2. Aims and outcomes of the service .....	3
3. Description of the service .....	4
4. Quality monitoring .....	4
5. Performance Monitoring.....	5
6. Award/Call Off Criteria.....	5

## **1. Introduction**

- 1.1 This specification should be read in conjunction with the Commissioning Intentions document, the Dorset Care Framework Overarching Service Specification (Document 1), Service Specification: Care and Support at Home (Segment 1, Lot 1), and additional information provided within the appendices. These documents will form part of the final contract for successful bidders.
- 1.2 The delivery of personal care, housing support and housing management and maintenance is commissioned through separate provider arrangements. The preferred provider is appointed on their ability to work towards an effective partnering approach to create one seamless service for individuals living within the scheme.
- 1.3 The commissioning of personal care is evolving to an outcome-based approach over 2019/20 in Dorset. The extra care provision offers an ideal opportunity to commission personal care based on outcomes rather than specified inputs and outputs. This will assist all partners to evolve an integrated approach in managing the interface between care and support.
- 1.4 The contracted preferred provider of personal care is expected to work on an interagency basis to achieve individual and service level outcomes. Where someone is assessed as needing personal care, this will be purchased as a weekly care package, not as a schedule of hours wherever possible. It is recognized that providers need the flexibility to increase or decrease the amount of service needed as individual's needs and circumstances fluctuate. It should be noted that the Dorset care Framework contract does allow a tolerance of five hours within usual payment period to meet immediate and one-off changes in need.

## **2. Aims and outcomes of the service**

- 2.1 The aim of extra care housing is to provide high quality housing whilst assisting Service Users to develop or maintain their independence thus preventing loss of their home or tenancy and the otherwise unnecessary use of more institutional forms of care.
- 2.2 Providers will be required to meet the following service outcomes:
  - Support the ongoing care and wellbeing needs of the Service Users to reduce the likelihood of admission to long term care or hospital;
  - Introduction to and maintenance of social contact and company to enhance quality of life;

- Ensure personal safety and security;
- Maintaining accommodation;
- Keeping healthy/improved health & well-being.

### **3. Description of the service**

- 3.1 Extra Care Housing is specialist housing with Care and Support for people with varying levels of needs. Occupants of Extra Care Housing have their own self-contained homes, their own front door and a legal right to occupy the property.
- 3.2 Extra Care Housing is intended to support independence, enabling Service Users to do things themselves rather than doing things for them. In delivering the Service every opportunity should be taken to optimise the Service Users capacity to carry out tasks themselves.
- 3.3 Extra Care Housing should be a vibrant place to live with activities and facilities available for occupants and the local community.
- 3.4 Extra Care Housing is mainly targeted at older people but is also used to meet the needs of younger adults with physical disabilities, learning disabilities or mental health problems.
- 3.5 The Commissioning Partners intend to commission Care and Support services to be delivered within Extra Care Housing provision; either based at the housing provision or visiting.
- 3.6 This specification does not relate to the commissioning of buildings or housing management services.
- 3.7 The objectives of the service will be achieved through the provision of Care and/or Support Workers with the necessary skills, experience and training to provide Care and Support to meet the needs and outcomes of the Service Users/Residents as detailed in the supporting documentation at the point of any mini-competition or call-off from the Framework.
- 3.8 Providers will be expected to have appropriate CQC registration unless otherwise specified.

### **4. Quality monitoring**

- 4.1 Services and/or interventions will be monitored in line with Appendix 1: Care and Support at Home Quality Monitoring Standards.

## 5. Performance monitoring

5.1 The performance monitoring measures are set out below and should be submitted on quarterly basis to the responsible Commissioning Partner.

KPI Reference	Measure	Quarter 1	Quarter 2	Quarter 3	Quarter 4
R1	Number of Service Users accepted into the service				
R2	Number of Service Users declined and why				
R3	Number of Service Users completing the service				
R4	Number of Service Users leaving the service prior to completion and why				
R5	Response to emergency referrals within 24 hours (weekdays)				
R6	Response to referrals within week one				
R7	Service Users who received first visit within 7 working days from referral acceptance.				
R8	A support solution, with outcomes agreed with Service User / Carer within 5 working days of first visit.				

5.2 This supports the Commissioning Partners overarching performance monitoring framework. See Appendix 3.

## 6. Award/Call Off Criteria

6.1 The Commissioning Partners will use additional quality questions at call off, will set prices and will have a mini-competition to appoint one provider of Extra Care Services per scheme or schemes.