

## **Understanding the experiences of people using home care services, then, now and the future**

Contracting organisation Adapt North East

Contract value £5,000

Delivery period June to September 2021

Healthwatch Northumberland was established in 2013 and is delivered by Adapt (NE) based in Hexham. As defined by the Health and Social Care Act 2012, Healthwatch Northumberland is the independent champion for health and social care across the county. Its role is to give a voice to people who use services, encourage and influence positive change to services and help meet the health and social care needs of the population.

### **Contract purpose and focus**

In 2018/19 Healthwatch Northumberland worked with Carers Northumberland to gather the experiences of people using home care services<sup>1</sup> and that of their family carers. It was led by a group of family carers in the Coquet Valley where, at the time, there were major challenges in providing home care services.

Northumberland County Council Adult Social Care managers welcomed the final report and they said they would be interested to hear from people in other areas of the county. This project will gather those experiences.

The pandemic has given further reason to revisit the study. A recent national report by the National Institute for Health Research<sup>2</sup> highlighted that people receiving paid for care and people who were providing unpaid care (carers) were having to make decisions about continuing with paid for care and using other services during the pandemic based on the risks involved in different people entering their homes and lack of PPE.

Respondents to the Carers Northumberland Annual Survey also reported a reduction in home care and enabling services during the pandemic.

Overall we want to know what has worked well and people would like to see happen to services in the future.

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<sup>1</sup> Home care is health or personal care given in the patient's own home by a paid care worker. Also known as domiciliary care

<sup>2</sup> <https://evidence.nihr.ac.uk/alert/informal-dementia-carers-stop-paid-care-during-lockdown/>

The project's key output will be a report which would describe the service user and carer experience, highlight good practice and make appropriate recommendations for changes or improvements. The report will be public and will be discussed with Northumberland County Council Adult Social Care commissioners and service providers prior to publication.

We anticipate the project will use a mixture of focus groups and semi-structured individual interviews. The minimum number of total participants is 20. It is important that people from across the county and diverse communities can participate. We want to hear from people who use services as part of a care package through Northumberland County Council and those who arrange their own care ('self-funding')

Given the on-going Covid19 situation using online, or telephone methods is acceptable. Physical meetings are possible if allowed within Covid19 restrictions and subject to thorough risk assessment.

### **1. Contract duration and dates**

|                                   |                   |
|-----------------------------------|-------------------|
| Tender issued                     | 28 April 2021     |
| Submission deadline               | 9am 17 May 2021   |
| Notification                      | 31 May 2021       |
| Work to commence                  | June 2021         |
| Interim review                    | August 2021       |
| Delivery of final draft report by | 30 September 2021 |

### **2. Outputs**

The key output required is a report with anonymised information:

- a) Describing the process, findings and drawing on these to make any appropriate recommendations for further action by Healthwatch Northumberland, Adult Social Care commissioners and service providers. Report to include an Executive Summary
- b) Two short case studies which represent the key theme(s) from the findings

### **3. Conditions for participation**

Applications are invited from suitably qualified and experienced individuals or organisations who demonstrate:

- a) The ability, capacity, and commitment to meet the delivery timescale
- b) Knowledge or experience of the operation and purpose of social care services structures, preferably home care
- c) Understanding of the ways in which patient and carer experience and voice can be used to influence service delivery
- d) Understanding of health and social care provision in Northumberland with a mixture of rural and urban areas, diverse and isolated communities.

- e) Ability to work sensitively and appropriately with participants and with due regard to safeguarding for vulnerable individuals.
- f) Value for money

All applications will be assessed against these criteria. All criteria will carry equal weight initially but criteria a) will be used to make a final judgement if necessary.

#### **4. Contract value**

The total contract value is up to £5,000. It is anticipated the work will take 20 days.

All contractor costs should be covered in the contract price including travel, subsistence, office and administration costs.

#### **5. Procedure for tendering and the submission deadline**

In no more than 5 A4 pages provide:

- a) Details of the main contact person for the project, address, phone numbers and e-mail address. If applicable, your website address.

Relevant previous experience including:

- b) Your background and, if applicable, the type of organisation you are, including company or charity registration numbers if applicable.
- c) Details of the main people who will carry out the work. Due to the nature of the work you will need to be sensitive to the constraints on people's time, their situations and have a constructive approach to working with service providers.
- d) A delivery plan covering what you will do to deliver the outputs and a breakdown of your costs against your proposed activity.
- e) A risk assessment including major risks for non-delivery and contingency plans to manage the risks. The risk assessment should also cover risks for Covid19.
- f) A hyperlink to, or attach a document of, **one** piece of relevant work you have done previously and which you consent to us contacting the contracting organisation, if we choose.

Applications should be sent by email to [derryn@healthwatchnorthumberland.co.uk](mailto:derryn@healthwatchnorthumberland.co.uk) not later than **9am 17 May 2021**. **Applicants should be available for online interview in the two weeks following this**. All applicants will be notified by 31 May 2021.

#### **6. Payment**

The agreed contract price will be paid in two instalments. 50% at commencement and 50% on agreed successful completion.

## **7. Contract**

Adapt North East will issue a contract to the successful applicant. This will include a confidentiality clause.

## **8. Support**

The successful applicant will be required to participate in a set-up meeting with Healthwatch Northumberland (costs within contract price) when regularity of contact and support will be agreed. Safeguarding process will also be agreed.

At the start of the project Healthwatch Northumberland will agree with the contractor a list of relevant organisations and networks. Healthwatch Northumberland will introduce the project and the successful applicant to these contacts and to gain data sharing consent.

## **9. Legal duties**

The successful applicant must comply with any legal obligations that may be relevant to the contract such as planning, licensing, employment, safeguarding, data protection, health and safety, insurance, and equality legislation.

The contractor must comply with all relevant COVID19 safety restrictions in force at the time of the project or imposed during it. The contractor must carry out their own risk assessments for the work and is solely responsible for addressing those risks.

## **10. Intellectual Property**

Adapt North East will own the intellectual property on all materials and reports produced.

## **11. Further information**

For further information please contact Derry Nugent, Project Coordinator Healthwatch Northumberland, [derryn@healthwatchnorthumberland.co.uk](mailto:derryn@healthwatchnorthumberland.co.uk) 07590 880016