

<b>Report for:</b> ACTION
<b>Item Number:</b> 8

<b>Contains Confidential or Exempt Information</b>	NO
<b>Title</b>	Approval to award entry to Providers onto the Homecare for Adults Services Dynamic Purchasing System (DPS).
<b>Responsible Officer(s)</b>	Stephen Day, Director of Adults Services
<b>Author(s)</b>	Rubina Ali, Contracts and Business Manager
<b>Portfolio(s)</b>	Hitesh Tailor (Health & Adults Services)
<b>For Consideration By</b>	Cabinet
<b>Date to be Considered</b>	14 <sup>th</sup> February 2017
<b>Implementation Date if Not Called In</b>	27 <sup>th</sup> February 2017
<b>Affected Wards</b>	All
<b>Keywords/Index</b>	Procurement, Homecare, Dynamic Purchasing System, E-Brokerage, Contracts, WLA.

**Purpose of Report:**

This report seeks approval for the Director of Adults Services to award entry of identified Providers onto the Homecare Services Dynamic Purchasing System (DPS) for those Providers who have successfully completed and met the DPS entry requirements.

This report is a follow-up to the report approved by Cabinet in November 2015, authorising Council Officers to undertake a procurement exercise for a Dynamic Purchasing System (DPS) for Homecare Services in order to build additional care at home capacity in the borough.

**1. Recommendations**

It is recommended that Cabinet:

- 1.1 Authorises the Director of Adults Services to appoint Providers (detailed in Appendix 1 who meet the entry criteria) onto the Homecare Services Dynamic Purchasing System (known as the DPS) for the first round of the scheme due to commence on 1<sup>st</sup> April 2017.
- 1.2 Delegates authority to the Director of Adults' Services to add additional Providers onto the DPS throughout the 4-year term of the DPS in accordance with its rules and selection criteria following its establishment.

- 1.3 Authorises entering into individual or block agreements with the Providers on the DPS as and when the service needs arise, within the Adults departmental budget for Homecare Services, following the specified procedures within the DPS for awarding contracts.
- 1.4 Approves that in order to meet statutory need requirements, the direct award of packages of care for vulnerable adults on a spot contract basis may be necessary where suitable arrangements cannot be made via the DPS; or where crisis or emergency circumstances dictate this is not possible to do so via the DPS; and authorises the Director of Adults Services to award such spot contracts through a competitive process (where possible) or through the direct award to a provider deemed best placed to provide services required to meet a vulnerable adults' eligible care and support needs.

## **2. Reason for Decision and Options Considered**

- 2.1 Ealing Council has a statutory duty to meet the care and support needs of vulnerable adults and carers in the borough based on an assessment of need and where the national eligibility criteria are met. As a result, Adults' Services will source community based services to meet a range of individual care and support needs. Changes to the statutory framework for social care were introduced in April 2015 following the introduction of the Care Act 2014. In addition to the duty to meet eligible needs, the Care Act 2014 requires that Councils have strategies in place for:
  - promoting the general wellbeing of residents
  - preventing the development of ill health and social care needs
  - delaying people's need for personal care services by enabling them to live independently for as long as possible.
  - a person-centred approach, focusing on the needs of the individual rather than the demands of the service
  - Take steps to support market sustainability and promote quality
- 2.2 The DPS method was chosen as the preferred model, following a service review during the commercial strategy stage of the process. Framework and block contracts were considered at the time but did not offer suitable vehicles for the contracting of Homecare Services, as neither model allows for new providers to join the scheme during the term of the contract – resulting in an increase in the level of spot purchasing by the Council outside of its Contract Procedure Rules (CPRs), and counter to Adults Services aims to increase capacity and build a diverse and sustainable 'managed' local care market.
- 2.3 The West London Alliance (WLA) Homecare Services Framework Agreement commenced in 2014 and will expire in October 2018. This Framework Agreement was procured on a collaborative basis with a number of WLA boroughs. It comprises of 6 lots, with providers ranked according to price and quality. Despite this Framework Agreement being in place, local capacity pressures have arisen in

the homecare market that require additional actions to be taken by Ealing, especially in meeting future NHS integration and winter-readiness requirements.

- 2.4 Cabinet gave prior approval for the development of the DPS for Homecare Services on 24th November 2015. The DPS tender documents were advertised via the London Tenders Portal on 15<sup>th</sup> December 2016 (with the application process closing on 16<sup>th</sup> January 2017).
- 2.5 Cabinet are also asked to note that additional inflationary pressures pertaining to the prices of home care packages will also feature each year up to 2020 due to increasing overheads driven by higher remuneration to retain staff, annual national living wage increases, and pension reforms. The prices proposed in the DPS have been based on extensive modelling and benchmarking, and are subject to annual review. This review will inform the corporate budget setting and inflation adjustment processes.

### **3. Key Implications**

- 3.1 Ealing Council risks failing in its statutory duty to meet a persons' eligible social care needs if care and support services are not in place to meet those needs; *and*
- 3.2 The often urgent nature of Adults' Services requires that services need to be actioned at short-notice e.g. to avoid a hospital admission *or* on a patients discharge from hospital *or* as a result of an emergency or crisis occurring. This requires Adults Services to build capacity within the marketplace that can respond to and deliver high quality care packages in a timely fashion. Consequently, effective procurement models are required to allow the Council to undertake these functions – hence the need for the development of the dynamic purchasing system to replace the existing WLA framework arrangements.

#### **What is a DPS?**

- 3.3 The purpose of this procurement is for Ealing Council to establish a Dynamic Purchasing System (known as the DPS) for Homecare Services, enabling Ealing Council to purchase homecare packages for eligible Adult Service Users and those Children that will transition over to Adults Services, on both a spot and block basis.
- 3.4 Dynamic Purchasing Systems (DPS) are procedures available for the contracts of works, services and goods available from the marketplace. They have similar aspects to a framework agreement, but allow an unlimited number of providers to join the scheme at any time. The DPS is an entirely electronic system and call-offs will be made through an E-Brokerage (or similar electronic) referral system.
- 3.5 The DPS model enables Providers to join the scheme at any time, provides for standardised Terms and Conditions across all Providers, enables qualitative entry requirements and supports the use of a more managed pricing structure.

3.6 There is no limit on the number of Providers to be admitted onto the DPS; and additional Providers can be added during the term of the DPS, subject to their application meeting the entry and pricing requirements. The DPS will be in place for four years, with the option to extend for a further four years in total by 2 year extensions each time (2 years + 2 years).

3.7 Ealing Council is seeking a diverse range of homecare and specialist homecare providers to join the DPS through this procurement exercise. The Council is committed to finding new collaborative ways of working with its care providers that promote choice, control and independence for its Service Users to ensure that services are delivered to meet individual's assessed needs and that Council's funds are spent effectively.

3.8 In a social care context, Providers have applied to join the DPS (via the London Tenders Portal) in order to be considered for the provision of Homecare Services. In order to gain access to the DPS, Providers are required to go through an application and quality assurance process to assess their knowledge, experience and expertise in delivering services. The assessment focuses on key areas such as quality, safeguarding, staffing, management, and customer choice and control.

3.9 The DPS will assist in achieving:

- A bank of quality assured Providers (by service category).
- A clear choice of approved Providers enabling control for the individual customer over their day to day life.
- Best 'market value' in terms of cost and quality of service.
- A competitive electronic process for running mini-competitions.
- Improved business processes for both the Council and Providers.

3.10 Once providers are admitted onto the DPS following the application process, Homecare Services can then be called off in the following way:

- Social work referrals detailing a persons' care and support requirements are tasked to the Brokerage/Contracts Teams.
- A service request is sent to all matching providers registered on the DPS system via a secure e-brokerage portal or similar electronic system.
- Providers view the secure request, and are given an allotted time period in which to respond, confirming that they can meet the persons' needs along with submitting a price for care in line with the proposed category price bandings– it is important to note that the price will not be considered until an acceptable response to meeting the persons' care needs has been met.
- Providers will not be able to see submissions or prices submitted by other providers.
- Services will be awarded to providers who successfully meet the published selection criteria and demonstrate (via the competitive process) that they are able to meet a person's care and support needs and provide quality services at a competitive market price (the process will also have due regard to customer choice in line with Care Act 2014 duties).
- As the DPS will be open for new entrants, systems will be established from 1<sup>st</sup> April 2017 for application, assessment and award of providers onto the DPS on a rolling basis. There are guidelines for the minimum timescale required for this process to work to.

3.11 The Homecare Services DPS consists of three categories of services:

**Category 1 – Standard Personal Care & Home Support Services for Adults in the Community**

**Category 2 - Complex Needs Services for Adults in the Community**

**Category 3 - Intermediate Care Services (Home Care Reablement)**

3.12 The DPS timetable is as follows:

- DPS advertised via London Tenders Portal on **15<sup>th</sup> December 2016**.
- Closing date for submission of applications **Monday 16th January 2017**.
- Applications evaluated by Wednesday **18<sup>th</sup> January 2017**.
- Successful applicants, for the first round, will be notified of their inclusion on the DPS from **16<sup>th</sup> February 2017 onwards** (following Cabinet consideration of this report). However, applicants will be notified that the decision to award entry onto the DPS is subject to Cabinet call-in, and that the implementation date of the Cabinet decision will be **27<sup>th</sup> February 2017**.
- The initial DPS is intended to commence **1st April 2017**.
- The DPS will be open for new Providers to join throughout its term. Subsequent applicants wishing to join during the Term of the DPS will be notified of the outcome 10-days after submission of their application.

#### **4. Financial**

4.1 Ealing Council contracts with over 50 Homecare Services providers to provide services to an average of 2,000 residents a year. Contracting arrangements are usually in the region of 70% through the WLA Home Care Framework Agreement and 30% through Spot provision. The prices tendered originally for the WLA Framework Agreement were fixed for the duration of the contract, with a clause to review pricing once during the 4 year term. The WLA Framework Agreement expires in 2018.

Ealing Council invited review of the prices during 2016/17 in recognition of the national changes to minimum and living wage. Some inflationary uplifts were awarded which resulted in the average contracted price for Homecare Services increasing from £13.80 per hour to £14.33 per hour.

4.2 The prices proposed have been benchmarked and are considered to be an appropriate market rate for care at this stage. It is intended to improve the availability of supply to support the growing demand for support at home. In addition, the innovative proposals for an outcome based payment mechanism for Reablement, with the right triage and referrals, will provide an evidence base and incentivise providers to promote independence and reduce the need for care and support where appropriate, which is an important part of our longer term demand management strategy. In addition the price on application approach for complex needs allows for prices to be set based on individual needs within the proposed bandings.

- 4.3 Ealing continues to be part of the WLA, and is party to the existing WLA home support framework contracts which expire in October 2018. At this stage there are no firm WLA proposals for collaborative procurement post expiry of the existing WLA framework. Ealing, however, remains engaged with sub regional benchmarking and market management via the WLA and related NHS workstreams.
- 4.4 The spend on Homecare Services, based on projections of commissioned hours, and rate of growth, is forecast to be approx £20m in 16/17 and £23m in 17/18. Homecare services continue to experience significant budget pressures in 16/17 and this trend is forecast to remain and continue in 17/18 and for the remainder of the dates covered under this contract award methodology. The pressures are being managed as part of the overall budget management within Adults Services and actions will be focused on containing costs to match the budget available. This along with the forecast increase in demand and prices are being factored into immediate demand management actions and medium term financial planning.

#### 4.5 Financial risk

- a) The proposed price bandings for Homecare Services from April 2017 has been modelled extensively, and discussed with the market at provider engagement events. As such, from April 2017, the DPS will allow providers to offer prices of between £14.35 to £15.50 per hour for standard personal care, rising to £17 per hour for successful completion of a Reablement package, and up to £20.50 per hour for high needs complex care.
- b) Adults' Services will aim to manage the cost of home care packages to support delivery of the Adults Services medium term recovery plan. However, there is an increasing need to address the issue of price and quality in the care market.
- c) The market is increasingly challenging the sustainability of current prices for care, in light of both the impact Government settlements have had on local authority commissioning and council contract prices; *and* due to increasing overheads, driven by inflation, new national minimum / living wage increases set to rise each year up to 2020 (and the wider London living wage debate), pension reform and new care certificate training requirements that have resulted in a challenging financial climate for Providers. This climate was also one of the notable reasons for the Government recently deferring implementation of its funding reform proposals (the cap on care costs) until 2020 – following both Local Government and care provider led concerns about the current funding pressures within adult social care.
- d) Taking into account these factors, commissioners anticipate that prices for Homecare Services will inevitably rise from April 2017 onwards and as such will review the price bands annually to ensure they reflect current market conditions.
- e) It is unclear at this stage what the full extent of the financial impact on the Council will be. However, using the assumptions outlined above, the average

cost of care could rise from £14.50 to £18.12 over the period, excluding the typically higher costs for reablement care and complex care.

- f) Cabinet are also asked to note that additional inflationary pressures pertaining to the prices of home care services will also feature each year up to 2020 and will inform the budget setting process.

4.6 There are no capital implications for the DPS scheme.

## 5. Legal

5.1 The Care Act 2014 (the 2014 Act) has been in effect since April 2015 and places a number of general duties on the Council when it is exercising functions under the 2014 Act. They include:

- To promote an individual's well-being. Well-being is defined in the 2014 Act and includes control by the individual over day-to-day life. In exercising this general duty the Council must have regard to the importance of preventing or delaying the development of needs for care and support as well as and the importance of the individual participating as fully as possible.
- To establish and maintain a service for providing people in its area with information and advice relating to care and support. This service should include information about the choices and types of care and support available, choices of providers available and how to access the care and support.
- To promote diversity and quality in the provision of services within the locality. Under this section the Council must ensure that commissioning and procurement practices deliver the services that meet the requirements of the Act.

5.2 Section 5 of the 2014 Act places a general duty on the Council to promote the efficient and effective operation of a market in services for meeting care and support needs in its area. This is commonly known as 'market shaping' and 'commissioning'. The Council must facilitate a local market that offers a diverse range of high quality and appropriate services. The proposals in this paper align with the Council's general duty.

5.3 Under the 2014 Act the Council is required to assess the care and support needs of individuals. If a person has needs which meet national minimum eligibility criteria and the conditions in S18 or S20 of the Act are met, the Council must work with the individual to draw up a care and support plan for meeting them.

5.4 The Council also shares 'aftercare' responsibilities with the NHS under the Mental Health Act 1983 towards customers who have been compulsory detained and who have needs on discharge from hospital. The DPS shall assist with the integrated care planning for those eligible for aftercare.

5.5 S149 Equality Act 2010 requires public authorities to have due regard to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Act;

- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

5.6 The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation. Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities. Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- Tackle prejudice, *and*
- Promote understanding

5.7 The DPS has been procured in accordance with the Public Contracts Regulations 2015 (as amended) ("PCR 2015") and the Council's Contract Procedure Rules.

5.8 The call offs from the DPS will be made in accordance with the PCR 2015 which require that all providers on the DPS are invited to take part in the mini competition and that the contract shall be awarded to the tenderer that submitted the best tender on the basis of the award criteria set out in the invitation to tender. The Light Touch Regime under the PCR 2015 which covers social and care services provides a number of flexibilities when awarding contracts including taking into account the following considerations:

- the need to ensure quality, continuity, accessibility, affordability, availability and comprehensiveness of the services;
- the specific needs of different categories of users, including disadvantaged and vulnerable groups;
- the involvement and empowerment of users; *and*
- innovation

The call off rules have been devised taking into account these considerations to permit the Council to make call offs in amongst other things emergencies and to take into account the choice of service users

5.9 The Council's Contract Procedure Rules ("CPRs"), also recognise that at times exceptions may be required. The CPRs permit such exceptions to be granted in certain circumstances by the Executive Director of Corporate Resources or his authorised deputy.

## **6. Value for Money**

6.1 Utilising an E-Brokerage referral system within the DPS will ensure that the Council secures 'best market' prices for Homecare Services. This proposed e-function will introduce a digital process for securing competitive market prices from Suppliers

6.2 It should be noted that proposed home care expenditure is authorised by a budget holder / funding panel prior to any arrangements being entered into. Budget holders and funding panels can instruct that packages of care be re-tendered for further market comparison if required.

## **7. Sustainability Impact Appraisal**

7.1 The DPS supports the Care Act 2014 requirements to build a diverse, high quality and sustainable market as it allows new providers and new services to access the scheme (subject to meeting the entry requirements) at any time during the term of the DPS.

## **8. Risk Management**

8.1 Statutory risk – the DPS will mitigate the risk of the Council being in breach of meeting its statutory duties towards vulnerable adults. In addition to the DPS being developed and by authorising Adults' Services to procure Homecare Services outside the Councils CPRs in the circumstances set out in Point 1.4, the Council will ensure to meet its statutory duty to meet a person's' assessed / eligible care and support needs.

8.2 Financial risk – will be mitigated through the use of an E-Brokerage online referral tool to ensure that the prices achieved are the best competitive market prices available from the marketplace at the time of referral. Annual inflationary pressures will be reported into Corporate Finance for year on year financial profiling / budget setting purposes. The department remains fully committed to delivering the medium term recovery plan in spite of considerable cost pressures an external variables.

8.3 Quality risk – will be managed through proportionate entry requirements and evaluation; and through ongoing contract and quality assurance monitoring.

8.4 Contract risk – will be managed through adherence to CPRs, management of procurement timetables, and agreed performance and contract monitoring.

## **9. Community Safety**

Not applicable

## **10. Links to the 5 Priorities for the Borough**

The procurement of services for vulnerable adults supports the following strategic priorities:

- Making Ealing Safer
- Securing Public Services
- Delivering Value for Money

The Public Services (Social Value) Act 2012 requires us to consider, at the early, pre-procurement stage of proposed procurement for services, how contracts being procured can help improve the economic, social and environmental wellbeing of the relevant area. This includes considering how we can secure improvements in wellbeing through the procurement process itself, and also considering whether to consult on either of these issues. Ealing uses definitions of social value drawn from the priorities of the Ealing Community Strategy and Council Corporate Plan, with a focus on actions that help support local economic development and prosperity, reflecting current priorities. In undertaking the specific procurement exercises, Ealing will ensure that our statutory duties are met in relation to Social Value, and that quality criteria used within the procurement process reflects the borough's definitions of Social Value.

## **11. Equalities, Human Rights and Community Cohesion**

Equalities considerations are taken into account through equality assessments in procurement processes, with separate EAAs conducted for each procurement exercise, ensuring that detailed consideration will be given to the specific impacts of decisions.

## **12. Staffing/Workforce and Accommodation implications:**

None

## **13. Property and Assets**

None

## **14. Any other implications:**

None

## **15. Consultation**

- Adults Senior Management Team
- Ealing CCG
- Local Provider Forums
- Local Service User and Carer Forums

- Legal and Finance Departments
- Commercial and Procurement Unit

## **16. Timetable for Implementation**

- The first round of the DPS will commence on the 1<sup>st</sup> April 2017 for an initial term of 4-years.

## **17. Appendices**

- Appendix 1- Homecare Providers applying to join the first round of the DPS.
- Appendix 2- Details of the DPS Pricing Bands for all 3 Categories of services.

## **18. Background Information**

- Ealing Council's Contract Procedure Rules (CPRs)
- Care Act 2014, associated Regulations and statutory Guidance
- Dynamic Purchasing System Guidance – Public Contracts Regulations (as amended) (2015)
- Ealing Cabinet Report – Exception to CPRs Request (September 2015)
- Ealing Cabinet Report – Care Home & Community Service Contracts for Adults Services (24<sup>th</sup> November 2015)

## Consultation (Mandatory)

Name of consultee	Post held	Date sent to consultee	Date response received	Comments appear in paragraph:
<b>Internal</b>				
Cllr H Taylor	Portfolio Holder			
Justin Morley	Head of Legal Services (SCE)	16/01/17	17/01/17	Throughout
Sajal O'Shaughnessy	Lawyer – Legal Contracts	16/01/17	17/01/17	Throughout
Jumoke Adebisi	Senior Finance Partner	16/01/17	19/01/17	Financial Section
Stephen Day	Director Adults' Services	16/01/17	19/01/17	Throughout
Judith Finlay	Executive Director C&A			

### Report History

<b>Decision type:</b>	<b>Urgency item?</b>
Key decision	No
<b>Report no.:</b>	
Rubina Ali (Contracts & Business Manager – Adults Services) <a href="mailto:alir@ealing.gov.uk">alir@ealing.gov.uk</a> 0208 825 9352	

## Appendix 1: Homecare Providers applying to join the first round of the DPS – Go Live 1<sup>st</sup> April 2017

- *A total of 67 applications have been received at the end of Round 1 of the DPS.*
- *The table below details the names of providers that have applied under each Category.*

<p><b><u>Category 1:</u></b></p> <p><b>Standard Personal Care &amp; Home Support Services for Adults in the Community</b></p>	<ol style="list-style-type: none"> <li>1. Carers Trust Thames</li> <li>2. Surround Care</li> <li>3. Network Healthcare</li> <li>4. Goldsmith Personnel Ltd</li> <li>5. Eleanor Nursing And Social Care</li> <li>6. Oasis Care &amp; Training Agency</li> <li>7. Allied Healthcare Group Ltd</li> <li>8. UK Care Team Ltd</li> <li>9. Jays Homecare Ltd</li> <li>10. Capital Staffing Services Limited</li> <li>11. Lifecare Qualifications Limited</li> <li>12. Unique Personnel (UK) Limited</li> <li>13. Revive Care Service</li> <li>14. London Care Plc</li> <li>15. MNA Home Care Services Ltd</li> <li>16. My Homecare</li> <li>17. Capital Homecare (UK) Limited</li> <li>18. Yarrow Housing Limited</li> <li>19. Priory Nursing &amp; Homecare Ltd</li> <li>20. Lifestyle Care Services T/A Home Instead Senior Care</li> <li>21. Genesis Recruitment Agency Ltd</li> <li>22. Enterprise Care Support Ltd</li> <li>23. Holistic Community Care Limited</li> <li>24. Star Nursing And Care Services</li> <li>25. Onecare-UK</li> <li>26. Sahan Cares</li> <li>27. Conquest Recruitment</li> <li>28. Excelcare</li> <li>29. Vanity Care Ltd</li> <li>30. Sihara Care Ltd</li> <li>31. Standard Nursing Agency And Care Services Ltd</li> <li>32. Leon On Me Community Care Services</li> <li>33. Rick Limited</li> <li>34. De Vere Care</li> <li>35. Caremark Ealing</li> <li>36. SW Homecare Agency Ltd</li> <li>37. Mihomecare</li> <li>38. Allfor Care</li> <li>39. Support Direct Ltd</li> <li>40. Immediatesocialcare Ltd</li> <li>41. Exodus Homecare Agency Ltd</li> <li>42. Thames Homecare Service Ltd</li> <li>43. Castlerock Recruitment Group Ltd</li> <li>44. Phoenix Healthcare &amp; Recruitment</li> <li>45. Haven Care Ltd</li> </ol>
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	<ul style="list-style-type: none"> <li>46. Bright Star Care Service</li> <li>47. The Peaches Healthcare Limited</li> <li>48. Infinity Services</li> <li>49. Digital Home Visits Limited</li> <li>50. Westminster Homecare Ltd</li> <li>51. Hand On Heart Care Services Ltd</li> <li>52. Pro Support Re-Enablement Care Agency</li> <li>53. Lottushealthcare</li> <li>54. AHS Franchise Partners Ltd</li> <li>55. Metro Homecare Ltd</li> <li>56. Devine Care Ltd</li> <li>57. Supreme Care Services Limited</li> <li>58. Nationwide Care Services Ltd</li> <li>59. Golden Era Club Ltd</li> <li>60. Right At Home</li> </ul>
<p><b><u>Category 2:</u></b></p> <p><b>Complex Needs Services for Adults in the Community</b></p>	<ul style="list-style-type: none"> <li>1. Carers Trust Thames</li> <li>2. Surround Care</li> <li>3. Network Healthcare</li> <li>4. Goldsmith Personnel Ltd</li> <li>5. Eleanor Nursing And Social Care</li> <li>6. Oasis Care &amp; Training Agency</li> <li>7. Allied Healthcare Group Ltd</li> <li>8. Pulse Healthcare Limited</li> <li>9. Jays Homecare Ltd</li> <li>10. Capital Staffing Services Limited</li> <li>11. Bespoke Health &amp; Social Care</li> <li>12. Lifecare Qualifications Limited</li> <li>13. Unique Personnel (UK) Limited</li> <li>14. Revive Care Service</li> <li>15. London Care Plc</li> <li>16. MNA Home Care Services Ltd</li> <li>17. My Homecare</li> <li>18. Yarrow Housing Limited</li> <li>19. Priory Nursing &amp; Homecare Ltd</li> <li>20. Lifestyle Care Services T/A Home Instead Senior Care</li> <li>21. Genesis Recruitment Agency Ltd</li> <li>22. David Palfreman Associates</li> <li>23. Holistic Community Care Limited</li> <li>24. Star Nursing And Care Services</li> <li>25. Onecare-UK</li> <li>26. Excelcare</li> <li>27. Sihara Care Ltd</li> <li>28. Standard Nursing Agency And Care Services Ltd</li> <li>29. Leon On Me Community Care Services</li> <li>30. Rick Limited</li> <li>31. Caremark Ealing</li> <li>32. Voyage</li> <li>33. SW Homecare Agency Ltd</li> <li>34. Mihomecare</li> <li>35. Allfor Care</li> <li>36. Immediatesocialcare Ltd</li> <li>37. Castlerock Recruitment Group Ltd</li> <li>38. Phoenix Healthcare &amp; Recruitment</li> <li>39. Dimensions</li> <li>40. Haven Care Ltd</li> </ul>

	<ol style="list-style-type: none"> <li>41. Bright Star Care Service</li> <li>42. The Peaches Healthcare Limited</li> <li>43. Voyage Specialist Healthcare</li> <li>44. Infinity Services</li> <li>45. Digital Home Visits Limited</li> <li>46. Westminster Homecare Ltd</li> <li>47. Hand On Heart Care Services Ltd</li> <li>48. Elite Specialist Care Limited</li> <li>49. Metro Homecare Ltd</li> <li>50. Devine Care Ltd</li> <li>51. Supreme Care Services Limited</li> <li>52. Nationwide Care Services Ltd</li> <li>53. Right At Home</li> </ol>
<p><b><u>Category 3:</u></b></p> <p><b>Intermediate Care Services (Home Care Reablement)</b></p>	<ol style="list-style-type: none"> <li>1. Surround Care</li> <li>2. Network Healthcare</li> <li>3. Goldsmith Personnel Ltd</li> <li>4. Eleanor Nursing And Social Care</li> <li>5. Oasis Care &amp; Training Agency</li> <li>6. Jays Homecare Ltd</li> <li>7. Capital Staffing Services Limited</li> <li>8. Bespoke Health &amp; Social Care</li> <li>9. Lifecare Qualifications Limited</li> <li>10. Unique Personnel (UK) Limited</li> <li>11. Revive Care Service</li> <li>12. London Care Plc</li> <li>13. MNA Home Care Services Ltd</li> <li>14. My Homecare</li> <li>15. Priory Nursing &amp; Homecare Ltd</li> <li>16. Lifestyle Care Services T/A Home Instead Senior Care</li> <li>17. Genesis Recruitment Agency Ltd</li> <li>18. Enterprise Care Support Ltd</li> <li>19. David Palfreman Associates</li> <li>20. Holistic Community Care Limited</li> <li>21. Star Nursing And Care Services</li> <li>22. Onecare-UK</li> <li>23. Sahan Cares</li> <li>24. Conquest Recruitment</li> <li>25. Excelcare</li> <li>26. Vanity Care Ltd</li> <li>27. Sihara Care Ltd</li> <li>28. Standard Nursing Agency And Care Services Ltd</li> <li>29. Leon On Me Community Care Services</li> <li>30. Rick Limited</li> <li>31. De Vere Care</li> <li>32. Caremark Ealing</li> <li>33. SW Homecare Agency Ltd</li> <li>34. Mihomecare</li> <li>35. Allfor Care</li> <li>36. Exodus Homecare Agency Ltd</li> <li>37. Castlerock Recruitment Group Ltd</li> <li>38. Haven Care Ltd</li> <li>39. Bright Star Care Service</li> <li>40. The Peaches Healthcare Limited</li> <li>41. Digital Home Visits Limited</li> <li>42. Westminster Homecare Ltd</li> </ol>

	<ul style="list-style-type: none"><li>43. Hand On Heart Care Services Ltd</li><li>44. Pro Support Re-Enablement Care Agency</li><li>45. Metro Homecare Ltd</li><li>46. Devine Care Ltd</li><li>47. Supreme Care Services Limited</li><li>48. Nationwide Care Services Ltd</li><li>49. Golden Era Club Ltd</li><li>50. Right At Home</li></ul>
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## **Appendix 2: Price Bandings 2017-18 – Categories 1, 2 & 3**

### **CATEGORY 1 – STANDARD PERSONAL CARE & HOME SUPPORT SERVICES**

Category 1 is based on the Applicant confirming that they can offer home care services at a rate which is between the price range of £14.35 and £15.50.

### **CATEGORY 2 – COMPLEX NEEDS SERVICES FOR ADULTS IN THE COMMUNITY**

Category 2 is based on the Applicant confirming that they can offer home care services to service users with complex needs and accept that they will submit a rate at “Call Off” between £14.50 and £20.50, using £1 increments e.g. £14.50, £15.50, £16.50 and so on to £20.50).

### **CATEGORY 3 - INTERMEDIATE CARE SERVICES (HOME CARE REABLEMENT)**

Category 3 is based on the Applicant confirming that they can offer Reablement Services for service users and accept the standard hourly rate of £15.51 with Bonus Incentives applicable to the rate paid for up to a maximum of 6 weeks, **(based on the Authority’s professional assessment of the service users outcomes, informed by provider intelligence).**