

# Care and Wellbeing Service Transition and Exit Planning

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**Strategic Commissioning Manager**

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**26 February 2024**

# **Welcome and Introductions**

# **Transition to the new Care and Wellbeing Service**

**Go Live Monday 3 June 2024**

The new fee rate from the 8<sup>th</sup> April will be £22.96 subject to final approval from the Health and Social Care Policy Committee on the 20 March.

# Why did we have to procure a new contract and what was our approach?

- Given the number of extensions made to the existing Home Support Services Framework Contract in recent years, we had no choice but to go out to the market to procure a new contract under procurement law.
- We completed an extensive period of consultation with people in receipt of care, their families, and carers which helped to inform and shape the new service.
- We listened closely to our social care practitioners and care providers to learn from their experiences and future aspirations for home care service provision.
- The market engagement process ran for 4-months with the aim of informing the Service Specification which went through 3 iterations to ensure a collaborative approach to the development of the final service specification.

# Exit Planning - Transition of Services

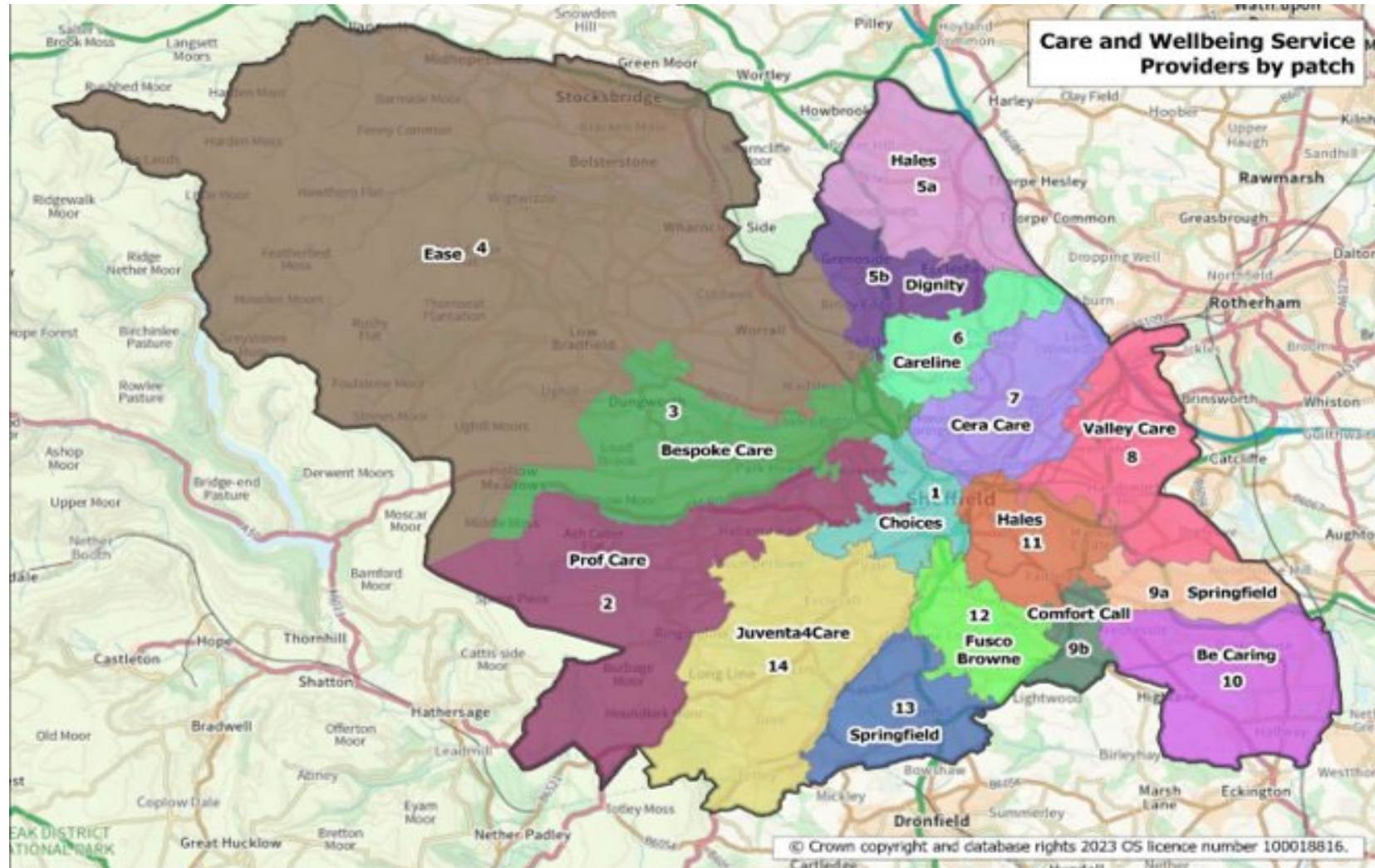
**Our plans for the transition and mobilisation of the new service.**

- We value **all** of our care providers and intend to work in a collaborative and communicative manner throughout the process.
- Many of our outbound care providers will continue to work with Sheffield City Council in the delivery of services such as Individual Service Funds and Direct Payments, albeit at a smaller scale when compared with the current care hours delivered. Those relationships are important to us.

# Care and Wellbeing Services Development – Timeline



# Care and Wellbeing Service – Contracted Patches



# Care and Wellbeing Service Providers by Area

## North West

- Ease Healthcare
- Choices
- Prof Care
- Bespoke

## North East

- Careline
- Hales Care
- Dignity Direct
- Ceracare

## South West

- Hales Care
- Springfield Care
- Juventa 4 Care
- Fusco Browne Healthcare

## South East

- Valley Care
- Springfield Care
- Comfort Call
- Be Caring



# Exit Planning - Transition of Services

## Key considerations;

- The need to work collaboratively together to ensure the safe transfer of care which safeguards people in receipt of services*
- The need for effective and timely communications from all stakeholders to include information to people in receipt, their family, and carers, and care staff to ensure that they can make informed choices about their future care services and employment.
- There will be new service opportunities, but these will be much smaller in scale when compared to the current care hours delivered under the Call off Contract.

# Mobilisation and Transition of Services Team

- Inbound/Outbound Providers Market Managers
- Inbound/Outbound Providers Assistant Market Managers
- Dedicated social worker service transition and mobilisation team
- Dedicated telephony support for people in receipt of care, their families, and cares
- Dedicated ICT and Systems Support
- Dedicated Legal Services personnel
- Dedicated Commercial Services personnel
- Teams Managers CWBS Champions covering all service areas; Living and Ageing Well, Mental Health, Adults and Future Options
- Care and Wellbeing Governance Board Chaired by Alexis Chappell Strategic Director of Adult Care and Wellbeing

# Exit Planning - Transition of Services

Market Managers Outgoing Providers	Assistant Market Managers	Responsibilities
Andrew Shaw <a href="mailto:Andrew.shaw@sheffield.gov.uk">Andrew.shaw@sheffield.gov.uk</a> North East and North West	Di Simpson <a href="mailto:diane.simpson@sheffield.gov.uk">diane.simpson@sheffield.gov.uk</a> North East	Oversee the collection and maintenance of information regarding the transition of care.
	Dianna Coupe <a href="mailto:dianna.coupe@sheffield.gov.uk">dianna.coupe@sheffield.gov.uk</a> North West	Provision of key documentation and data from outbound providers; Care Plans, TUPE information, Medication Plans, Risk Assessments, Rosters, Key safe information.
Emma Dobson <a href="mailto:Emma.dobson@sheffield.gov.uk">Emma.dobson@sheffield.gov.uk</a> South East and South West	Clare Wheatcroft-Lee <a href="mailto:clare.wheatcroft-lee@sheffield.gov.uk">clare.wheatcroft-lee@sheffield.gov.uk</a> South West	Feedback of exemption review outcomes.
	Ros Clarke <a href="mailto:rosamund.clarke@sheffield.gov.uk">rosamund.clarke@sheffield.gov.uk</a> South East	Provide a single point of contact for the outbound providers

# Information already circulated

- Contact database for the inbound providers.
- Service user lists detailing those people transferring including the new providers.

**New service opportunities**

# Future Service Opportunities



[Personalisation and Direct Payments Strategy](#) – [link here](#)

Strategy has been co-produced and describes our commitments and plans to improve and develop personalised approaches for people in Sheffield. Our priorities are as follows:



Improve how personalisation is approached, and delivered, in Sheffield for people who use social care, and for the social care staff and workforce that supports them.



Work collaboratively with people who access social care, their representatives, staff, and partners to deliver our strategy for personalisation together.



Develop vibrant and diverse support options including a community of providers and a Personal Assistants workforce which offers personalised and responsive solutions for the people of Sheffield.



Build a strong, sustainable infrastructure for people to access or buy the right support for them and develop other approaches that offer people the level of choice and control that suits them.



Develop practice that promotes personalisation, which underpins the values and duties within the Care Act (2014) and provide ongoing support, advice and learning to champion and deliver personalisation.



# Future Opportunities



## Offer care/support purchased via a Direct Payment

### Direct Payment

is money paid to you (or someone acting on your behalf) from your local council so you can arrange your own support to meet your eligible needs. They are not available for residential care.



- Opportunities to promote your services to individuals who self-direct their own support via a Direct Payment or self-funding.
- People are looking for providers in the open market who are able to offer flexible and personalised support.
- We encourage all providers to create a listing on the **Sheffield Directory** to support them to advertise their services to people looking to purchase care/support.
- Co-producing a Direct Payments Provider Forum – support communication between people and the market and to develop Provider Fairs.
- Building market intelligence and mailing list: [Direct Payment Market info and Provider Forum \(google.com\)](#)

# Future Opportunities



## Individual Service Funds (ISFs) Development



### Individual Service Funds (ISFs)

is when a personal budget is managed by a care provider on a person's behalf. The provider works with the person to arrange care and/or support that meets their needs. ISFs may suit people who want flexible support without them taking on the responsibilities that come with managing a Direct Payment.

- Commitment to develop ISFs in Sheffield's Personalisation and Direct Payments Strategy.
- We have been working on a pilot project to design, develop and test ISFs in Sheffield – starting with Supported Living providers in Adults with a Disability Framework.
- We will then develop the longer-term model for ISFs – available for all, wider roll-out
- Looking to build a list of interested providers now so we can learn and develop this service-offer together.



# Future Opportunities

## Workshops for Interested Providers



### Direct Payments

- How these work, eligibility, ethos, flexibility, choice & control
- How to position and promote yourself in the market
- Market opportunities – what people want, areas/services you could specialise in
- DP Provider Forum – mailing list, forum, news & updates

### Individual Service Funds (ISFs)

- Shape and develop the market in preparation for ISFs future model
- Keep providers up-to-date with our progress and learning and opportunities as these arise
- Training and development

### Contact:

Andy Buxton, Commissioning Officer for Direct Payments & ISFs

0114 205 2714 [andy.buxton@sheffield.gov.uk](mailto:andy.buxton@sheffield.gov.uk)



# **Service Exemptions**

# Service Exemptions

- Completed for existing people in receipt of care, currently being approved.
- We will be communicating the outcome to people in receipt of care and care providers week commencing 26 February.

# **TUPE Requirements**

# TUPE

- ❑ TUPE Employee Liability Information requests circulated to all providers where care services will be transferred - dispatched on the 13 February 2024.
- ❑ Original deadline for returns 25 February 2024
- ❑ New deadline for outstanding returns 10 March 2024

# **Outbound Providers Exit Planning**

# Outbound providers exit planning

- ❑ Our market managers are continuing to work with you to develop your exit planning

# **Data requests and submissions**



# Data requests

You are required to provide the data which we have previously requested to support our transition to the new contracts.

Please provide us with copies of your **planned and actual** service delivery for each SCC funded customer in line with the dates provided in Excel format. This will help shape our transition planning. If you deliver Services via a Direct Award Contract, details for these clients should be submitted as a separate file.

***NOTE: Please do not submit information for any private customers or people in receipt of a Direct Payment.***

## **Planned Delivery:**

- This is the information you use to carry out your round planning/rotas
- We need the planned call times for each client, for the week
- For calls with more than 1 worker please include separate lines for each worker

## **Actual Delivery:**

- This is the information you gather via your call monitoring systems
- We need the actual call times for every visit to each client in the week
- For calls with more than 1 worker please include separate lines for each worker

# Data submissions

Data for week ending Sunday .....	To be submitted on Friday .....
25 February 2024	1 March 2024
10 March 2024	15 March 2024
24 March 2024	29 March 2024
7 April 2024	12 April 2024
21 April 2024	26 April 2024
5 May 2024	10 May 2024
12 May 2024	17 May 2024
19 May 2024	24 May 2024
26 May 2024	31 May 2024

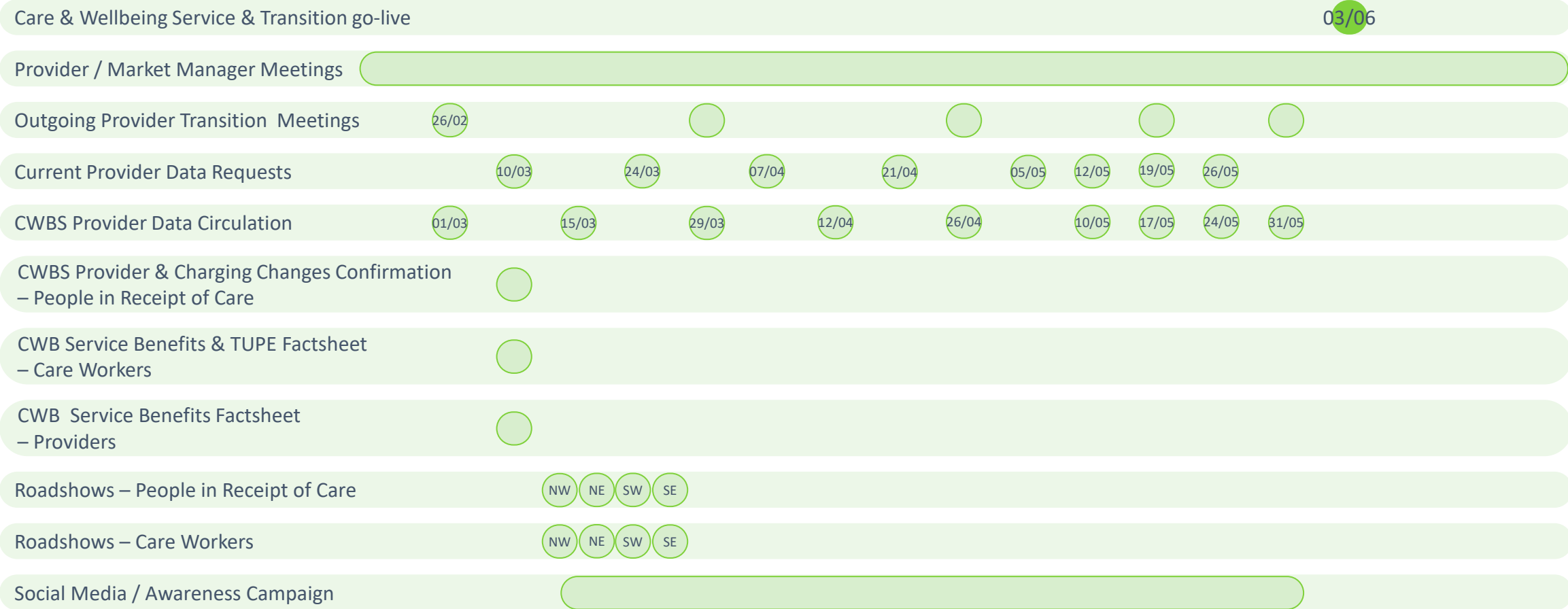
# **Transfer of key information**

# Transfer of key information

- You are required to provide the information requested, with Sheffield City Council facilitating the process with returns including:
  - TUPE information returns
  - Care Plans,
  - Rosters
  - Key safe information
  
- Sheffield City Council will review the information on receipt before circulating to our inbound providers.
  
- Our market managers will work with all providers to facilitate this process in a collaborative manner.

# **Communications**

# Care & Wellbeing Service Transition - Communication Timeline



# **Questions and Answers**

**Discuss and clarify next steps**



**Thank you for your time**