

Wiltshire Council

Cabinet

19 July 2016

Subject: Extension of DCS0518 Call Centre and Response Services (Telecare)

Cabinet Member: Cllr Jerry Wickham - Cabinet Lead Member for Health (including Public Health) and Adult Social Care

Key Decision: Y

Executive Summary

This paper sets out a proposal for the consideration of the Cabinet regarding the extension of the Call Centre and Response Service (Telecare) contract.

The Call Centre and Response Service contract is funded via the Better Care Fund; it is a key element of the Council's strategy to enable people to remain in their own homes for as long as possible through the provision of a 24 hour call centre and response services linked to Telecare. It works closely with Help to Live at Home and the Integrated Community Equipment and Support Service providing:

- **24/7 Call Centre** provides 24 hour, 7 days a week, 365 days a year contact monitoring and with response via key holder, responder service or emergency services if required.
- **24/7 Responder Service** provides 4 teams of responders countywide (Salisbury, Chippenham, Devizes and Trowbridge), with up to 8 trained staff responding to calls.

Both the Call Centre and Response Service are currently delivered through a commercial contract with Medvivo. Medvivo (historically Wiltshire Medical Services) provide an integrated health and care service in Wiltshire ranging from GP out of hours service, single point of access, urgent care at home and crisis response service. As such they hold a number of contracts with both Wiltshire Council and Wiltshire CCG. Medvivo also hold telecare contracts with Hampshire and Bexley.

Awarded to Medvivo in 2012 (Under Voluntary Ex-Ante Transparency Notice (V.E.A.T. arrangements) the contract expires in January 2017 with notice required by September 2016. The contract contains a provision for up to three years extension.

Proposal(s)

It is proposed that the current Call Centre and Response (Telecare) contract with Medvivo is extended for one year as provisioned for within current contract arrangements.

It is proposed that there is a delegation to Assistant Director and the Cabinet Member to establish savings and efficiencies arising from joint working with providers, and to further develop the use of telecare in Wiltshire.

Reason for Proposal(s)

The core reasons for extending the contract on a short term basis are:

- Significant CCG contracts with Medvivo are due to expire in January 2018. There may be opportunity to integrate contracts and services more fully with the CCG at this time providing closer integrated working opportunities whilst potentially providing overall efficiencies; a longer term extension and/or re commissioning process would prohibit this opportunity.
- Telecare remains an area of significant potential and growth. Medvivo are a positive partner, keen to explore the future use of telecare in Wiltshire.
- Commissioners feel that there are operational opportunities to explore with the current provider over the next twelve months and a 12 month action plan is currently being developed. It is anticipated that this work will inform the future recommissioning of an efficient and effective telecare service in Wiltshire.
- Medvivo continue to have the expertise and experience to provide telecare services in Wiltshire and to meet any increase in demand. It also continues to have the ability to link this social care service with its provision of health service out of hours response for the benefit of customers.
- The provision of urgent care domiciliary is intrinsically linked with the response service and any changes to provider at this time could impact on that services viability.

The one year extension would be utilised by commissioners from both Wiltshire Council and Wiltshire CCG to inform a comprehensive re tender process for this service, aligned to other services currently provided by Medvivo.

James Cawley (Associate Director, Adult Care Commissioning and Housing)

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Purpose of Report

1. This report sets out a proposal for the consideration of the Cabinet regarding the extension of the Call Centre and Response Service (Telecare) with Medvivo for the period of one year.
2. This report is required in advance of procurement activity to utilise the extension provisioned within the current contract.

Relevance to the Council's Business Plan

3. This proposal supports the delivery of Wiltshire Council's Business Plan objectives in a number of key areas, but primarily the priority to protect those who are most vulnerable in our community by:
 - Promoting independence and personal choice
 - Increasing customer confidence
 - Increasing customer safety
 - Facilitating earlier hospital discharge
 - Delaying the need for admission to residential care
 - Supporting Carers in their role
 - Reduces the need for care without diminution in the quality of support experienced by the customer

Main Considerations for the Council

4. The Cabinet is asked to consider the following proposal:
 - Extension of the current Call Centre and Response Service with Medvivo for one year from January 2017 to January 2018, in line with extension provision within current contract arrangements.

Background

5. The current Call Centre and Response Service contract with Medvivo expires in January 2017. There is scope to extend the contract by up to 3 years.
6. Medvivo (historically Wiltshire Medical Services) provide an integrated health and care service in Wiltshire ranging from GP out of hours service, single point of access, urgent care at home and crisis response service. As such they hold a number of contracts with both Wiltshire Council and Wiltshire CCG. Medvivo also hold Telecare contracts with Hampshire and Bexley. They are accredited to the Telecare Services Association Code of Practice for Telecare.
7. The Call Centre and Response Service plays an important role in enabling people to remain in their own homes and links with the Integrated Community Equipment Contract (ICESS) to form Wiltshire Council's Telecare service.
8. Medvivo provide the call centre and response service whilst the ICESS provider (Medequip) is the single-point of contract for the Telecare service and are contracted to provide, deliver, install and maintain telecare equipment.
9. Telecare (assistive technology) is a wide range of electronic equipment that can fulfil a range of functions. For example telecare include falls detectors, sensors that can identify whether somebody is leaving their house, whether they have opened the fridge, sensors that can detect movement or alert if there is a gas leak or a flood, along with a range of other sensor equipment.
10. New developments in the field of telecare are frequent, with new equipment options available nearly every week. Such options will greatly assist people to be more independent and able to manage with less support.
11. The benefits of telecare are well established and include increasing customers' safety and confidence, enabling customers to remain at home and independent for longer, whilst remaining safe and providing carers with reassurance.
12. Over the lifetime of the contract the use of telecare in Wiltshire has increased and developed, although not yet to level initially predicted five years ago. As of March 2016 there were 1836 customers receiving funded telecare and 1834 receiving funded telecare through the service. Whilst use of telecare is increasing there is scope for further development and uptake within Wiltshire which commissioners wish to develop over the extension period and in future, when re-tendering the service.
13. The current provider is keen for Wiltshire Council to extend the contract and continues to work proactively with commissioners and partners to explore future development of telecare in Wiltshire.

14. Looking forward, commissioners from both Wiltshire Council and Wiltshire CCG seek to explore closer integration of the service and continued development of telecare to ensure that this service meets its potential and benefits customers across Wiltshire.

Overview and Scrutiny Engagement

15. For the purposes of this extension request, there has not been any involvement with the Council's Overview and Scrutiny function. However, Health Select Committee will begin considering the wider re-commissioning of NHS111 and Out of Hours in the autumn, in preparation for the commencement of the new contract in 2018.

Safeguarding Implications

16. Current contract arrangements contain robust safeguarding measures and the extension would be governed by the safeguarding clauses within the current agreement.

Public Health Implications

17. Telecare provides a preventative service which delays the need for residential care whilst promoting independence. Provision of telecare also supports early hospital discharge.
18. Medvivo continue to have the ability to link this social care service with its provision of health service out of hours response for the benefit of customers.
19. These activities supplement public health activities and initiatives as well as priorities identified by the Better Care Plan's Prevention Board.

Procurement Implications

20. On 18th August 2011, the Commissioner placed a Voluntary Ex-Ante Transparency Notice (V.E.A.T.) in the Official journal of the European Union. The Notice outlined the Commissioners intention to award the contract to the service provider. The contract was awarded under VEAT arrangements to Medvivo for five years with the option of up to 3 years extension. There is, therefore, provision for this extension request within current contract arrangements.

Equalities Impact of the Proposal

21. The service commissioned is already required to comply with all equalities legislation and best practice and is made available to everyone living within the community area.

22. The response service provision supports customers who do not have access to nominated key holders, promoting wider access to the telecare service.
23. Both the call monitoring and response service are available to council funded and privately funded residents in Wiltshire.

Environmental and Climate Change Considerations

24. There are no specific environmental or climate considerations.

Risk Assessment

Risks that may arise if the proposed decision and related work is not taken

25. If the contract is not extended by one year the option to integrate contracts and services more fully with the CCG will be missed (major CCG contracts end in January 2018), and with it the opportunity to form closer integrated working whilst capitalising on potential overall efficiencies through elimination of duplication.
26. If the option of extending for one year is not taken, the Call Centre and Response Service will need to be retendered, either individually or jointly as with the current contract; notice would need to be given to the current provider by September 2016. There is a risk that engaging in the re-commissioning process at short notice would not elicit a provider that is in a stronger position to deliver a better service, or a telecare service which offers the ability to link with its provision of health service out of hours response.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

27. The current telecare arrangements have not resulted in the level of telecare use initially predicted at the contract start and with contract extension there is a risk that this will not change. In order to mitigate this risk a one year action plan is being developed and a Telecare Strategic Partnership Board formed to provide senior management oversight of progress; this will in turn inform future re-commissioning of the service.

Financial Implications

28. Both the Call Monitoring and Response Service are currently funded from the Better Care Fund. At the beginning of the contract it was envisaged that a gradual increase in the uptake of Telecare and Response Services from the private sector would result in a reduction in the overall cost of the service, but this had not developed as initially predicted.

29. Both services are funded through 'block' funding arrangements with the Call Monitoring Service costing £590,000 a year, and the Response Service costing £750,000 per year.

Legal Implications

30. Contracting for this service is controlled by the Procurement Regulations. However the contract was originally awarded without prior publication in the OJEU of a tender notice and commencement of a full tender. To be compliant the Council alerted the market (by means of a V.E.A.T notice) of its intention to directly award the contract in this way. At the time no comments were received in response to the V.E.A.T notice and so the Council proceeded with award of the contract. This V.E.A.T notice provided the maximum protection to a procurement challenge. The original contract contained a provision for up to a 3 year extension and therefore remains within the original V.E.A.T notice.

Options Considered

- 31. To re-commission the Call Monitoring and Response contract through a competitive tender process.
- 32. To extend the current contract arrangements for one year to bring into line with major CCG contracts.

Conclusions

33. Having considered the options available it is concluded that a one year extension of the Call Monitoring and Response contract with the current provider would be appropriate.

James Cawley (Associate Director, Adult Care Commissioning and Housing)

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