

# Specification For HMP Nursing Training – Request for quote

## 1. Trust Overview

Oxleas NHS Foundation Trust is a National Health Service (NHS) provider that offers healthcare in Southeast London and Kent. Oxleas also provide services in prisons in Southwest England, London and Kent.

Oxleas offers a range of services, including mental health, community health, and learning disabilities. Our services include community health care such as district nursing and speech and language therapy, care for people with learning disabilities and mental health care such as psychiatry, nursing and therapies.

Our multidisciplinary teams look after people of all ages and we work in close partnership with other parts of the NHS, local councils and the voluntary sector and through our new provider collaboratives.

Our 5,000 members of staff work in many different settings including hospitals, clinics, prisons, children's centres, schools and people's homes. We manage hospital sites including Queen Mary's Hospital, Sidcup and Memorial Hospital in Woolwich as well as the Bracton Centre in Bexley, our medium secure unit for people with mental health needs.

## 2. Service Objectives

The Offender Healthcare Directorate provides a wraparound service to prisons that covers primary care, mental health, substance misuse, pharmacy, and allied health.

High level objectives are to provide "great care", "timely care", and "Best place to work". As part of the trajectory to achieving these, workforce development requirements necessitate that further training and development of staff is required to ensure comprehensive care that is delivered consistently across the prison estate.

The service provider must be able to demonstrate it has the ability and experience to cover the service specification.

### **3. Delivery Model**

The provider will be required to deliver the service to all locations across the Oxleas Trust Prison Estate – this includes prison locations in the Southwest, Kent and London. The in-person training sessions will take place within the region but could be held within one of the Prison's or in a centralised location.

The provider will need to cover any further locations that Oxleas acquire throughout the duration of the contract.

The types of training will consist of

- In Person
- Online

The maximum number of delegates per session is shown in the commercial template.

The provider will be expected to supply all resources to run the sessions but if a large screen is required, please consult with the team making the booking to check availability.

The course hours are to be agreed for each session with the anticipated duration shown in the commercial template.

Half Day = 3.5 hrs

Each Full Day = 7.00 hrs

The scheduling of training events is to be agreed with the local training manager and will need to be planned sufficiently in advance to allow delegates to plan their calendars – this is expected to be at least 3 months in advance.

Each event will need to contain a test to ascertain if the delegates are able to demonstrate an acceptable level of knowledge relating to the event.

The provider will need to provide the following (content specific) to delegates.

- Booklets to take away allowing for knowledge reinforcement and note taking.
- Online certificate to demonstrate they have passed the course and undertaken CPD hours.

### **4. Quality Assurance**

All courses to be reviewed regularly by suitably qualified healthcare professionals (preferably bi-annually) to ensure all content is up-to-date and reflects the most recent evidence base. Any course content including supplementary resource packs to be updated in line with any changes, and previous course attendees to be provided with the updated information.

## **5. Key Performance Indicators and Trend Evaluation**

To ensure the effectiveness and quality of service delivery, the provider is required to meet the key performance indicators (KPIs). The areas of monitoring will include:

**Standard KPIs include the following:**

- Pass / Fail rate.
- User feedback from each session
- User confidence in their ability to implement the learnings – measure pre and post event
- Provision of post event reports within two weeks of the event taking place
- Quarterly reports (cumulative) which indicate themes and trends.
- Annual report – with comprehensive detail on themes and trends as well as benchmarking with comparator trusts where such data is available.

Potential suppliers will need to make clear any data that Oxleas need to provide and the frequency of such to enable any reporting of KPI's and Trend Analysis.

## **6. Contract Value and Payment Structure**

The total contract value is anticipated to be between £35,000 - £40,000.

Invoices are to be submitted monthly in arrears of the scheduled training sessions and will be subject to 30 days payment terms.

No additional expenses and fees incurred such as travel and subsistence are expected to be invoiced. These costs due be incorporated onto the pricing plan as part of the submission.

## **7. Staffing Requirements**

The provider will be responsible for employing an appropriate number of qualified and experienced staff who are formally registered with clinical backgrounds to undertake the service provision and ensure course continuity.

## **8. Risk Management**

The provider will be required to have a robust risk management plan in place that is shared and approved by the contracting authority that addresses:

**Safeguarding and Health & Safety:** Ensuring the safety and well-being of service users and staff, including any necessary risk assessments.

**Engagement Barriers:** Identifying and mitigating potential barriers to engagement.

**Continuity of Service:** In case of staff absence or other disruptions, the provider must have contingency plans to ensure continuity of service delivery.

## 9. Reporting and Accountability

The provider must deliver regular reports to the contracting authority, including:

Quarterly reports which are cumulative in nature over a twelve-month period covering the KPI's. This is to illustrate any trends that may require a re-set of course content.

Reported data must be shown under agreed headings including but not restricted to

- Course title
- Location
- Region
- Trainer

Quarterly meetings with the contracting authority are required to provide assurance to the Trust that the desired KPI'S are being met. The meeting will also discuss in detail the nature and trend of delegate feedback. Each meeting provides the opportunity for service enhancement, adjustment, and any re-direction.

## 10. Off Boarding

n/a

## 11. Term and Termination

The contract will be for a period of 1 year with start date of 01/06/2025, with the option to extend based on performance and available funding. Oxleas reserve the right to terminate the contract early if the provider fails to meet the performance expectations or if there are breaches of contract. The contract will be subject to standard NHS T&C's.

The training schedule is indicative of the likely annual requirement; however the number of courses is not fixed and will be subject to amendments to best suit the needs of the contracting authority.

No implementation period is required but a glide path to the commencement of training is expected allowing the Trust and delegates to plan diaries accordingly.

## 12. Actions

Please confirm your interest via submission of the following via the portal.

Potential Supplier Response	
This opportunity is something we believe we have the capability and capacity to respond	Yes / No
Do you have observations and questions on scope of request etc	Yes / No
We have experience of undertaking similar training in an HMP environment adapting session as needed	Yes / No
Please update and return the cost schedule as part of your submission	
Please submit a detailed response demonstrating your capability to deliver this service as part of your submission – the format of this response is not prescribed but should be no more than 4 pages of A4	

