**Expression of Interest for Supported Living Service to support a complex individual (1407833)**

Cambridgeshire County Council (CCC) are looking for a self-contained service for a complex individual. This could be a supported living arrangement which would benefit from other services in close proximity so that support could be drawn upon or part of an existing residential service.

A service could be jointly developed with individual 1008529 or developed separately.

The individual is 18 years old with a diagnosis of Foetal Alcohol Spectrum Disorder (FASD), Dysexecutive Syndrome, Attention Deficit Hyperactivity Disorder, Autism, Borderline Intellectual Functioning, Anxiety Disorder, social communication difficulties, challenging behaviour and Sensory processing difficulties.

The individual currently lives in the family home in the Huntingdon area and has previously lived for a short period in supported living. The individual has also spent a period in the Hollies, a specialist in-patient unit.

The individual is verbal in communication and does need a few minutes to process what is being asked of her to enable her to respond. The individual presents as very able, but her executive functioning impacts her decision making and professionals/providers should remain mindful of this when assessing mental capacity.

This is an opportunity for:

* **CQC registered home care and supported living services to submit suggestions as to how they could meet the needs and in particular how they would source a suitable property.**
* **Landlords / Housing Providers to submit how they would find a suitable property, how this would be managed and how they would work with a care provider.**
* **Submissions could be made jointly with a care provider and landlord or separately.**

We will consider current properties that could be adapted or plans to purchase and adapt a property.

**Short Description of requirement:**

CCC need to develop a self-contained supported living service to support a young person to move out of the family home into their own supported living service.

The property will need to be ground floor with access to a garden in a semi-rural location. It is important that the individual is still able to visit her family and her family are still able to visit her so the Cambridgeshire area is preferred but all areas would be considered.

The individual will need a core staff team to support her with additional staff support nearby who can be called upon to support when the individual displays behaviours which challenge.

The individual has previously self-harmed, and staff will need to support the individual to manage her anxiety.

The individual is currently at the family home but this is not sustainable long-term and therefore a bespoke service is sought.

Our expectation is that rent would be affordable to the individual and would not exceed local housing allowance levels.

**Accommodation Needs:**

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|  | **REQUIREMENT** |
| **Reason for moving from current location** | The individual is currently living in the family home and needs support to move into her own accommodation. |
| **Location** – if particular town specified need to explain why | The property must not be near a main road or railway line as individual has previously indicated she would run onto the A1.  The individual is currently living in a semi-rural location and this is thought to be of benefit as reduced traffic and people.  The individual would like to be near her parents so they can visit her and she can visit them. |
| **Ideal Property Type & Layout** | There should be no stairs in the property so either a bungalow or ground floor flat.  The property needs to have doors that shut to keep noise out so an open plan environment is not thought to be suitable.  Awareness of “pinch points” / risk areas for staff – staff would need to be able to leave areas safely and retreat to safe space if the individual became dysregulated.  More than one exit point would be beneficial. |
| **Outside Space** | The individual would benefit from a garden. The individual currently has a therapy dog which will stay in the family home but would visit the individual when her family do.  A garden would also be of benefit for an additional break out area for staff. |
| **Sleep-in Room** | A room will be required within the property to enable the care support to be delivered (see care section below). |
| **Transport** | There are no specific transport considerations |
| **Neighbours and Noise** | The individual could be disruptive / cause disturbance to neighbours when she is heightened / has an incident, but these incidents are not too frequent.  The individual has periods where she is more regulated and could at these times be very neighbourly. However, if the individual had neighbours that she did not get on with, or her neighbours were not neighbourly this could be a trigger for her. It would be important that engagement work took place with neighbours to support this. |
| **Sharing – can accommodation be shared?** | The individual would be best suited to single occupancy as shared spaces with others might trigger a behaviour. |
| **Safety Considerations** | Furnishings would need to be robust and heavy so could not be thrown.  No mirrors or breakables, knives, sharps, plates, microwave turntables or these would need to be secured.  Temperature control on taps to reduce the risk of scalding |
| **Sensory Needs** | The individual would need space that she could retreat to that could self-regulate such as a sensory room.  The individual would benefit from the use of a sensory room, bubble lights etc and this would need to be kept in a separate room.  Dimmable lighting would be helpful throughout  A temperature-controlled environment would be of benefit as the individual is not able to self-regulate her temperature.  The individual would benefit from a quiet environment, with noises kept to a minimum. The individual can become stressed by normal household noise such as the washing machine so noisy appliances would need to be in a room with a door that can be closed. |
| **Specialist features / any adaptations** | Consideration of how the individual’s privacy can be met will need to be considered as the individual walks around her home in small items of clothing but staff would need to still be able to see the individual and talk her down from their safe space – either in person or over the phone – whilst monitoring her, to ensure her well-being. Therefore, a property that is not closely overlooked would be ideal. |
| **TEC** | The individual does not require a locked environment, but assistive technology would assist with her support team in alerting them if she was to leave the property as there concerns about her ability to maintain her safety in the community due to risks of road safety and her vulnerability to others.  Staff would need to be able to summon assistance from colleagues – to manage risk to staff – by use of a pager, lifeline, Pitt alarm |

**Care and Support Needs:**

**Care and Support:**

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| **WHAT** | **REQUIREMENT** |
| **Care model** | CCC is open to how the needs of this individual can be met. Self-contained accommodation is required but this could be part of a residential or supported living model.  Ideally the service would have some in-house clinical input such as nursing, therapists, and psychologists.  It would be good to have a good skill mix amongst the staff including different interactional styles.  It is thought that a core staff team, that rotates through normal shift patterns would be of benefit to both the individual and the staff team. The individual can become overly attached to staff if they work to closely with her too often, having back up or an extended staff team allows for some rotation of staff if required. The individual needs to be able to build relationships with all her staff, boundaries need to be in place to ensure she knows what to expect from her staff. There needs to be managerial structure and close managerial oversight over the individuals care. |
| **Staffing hours** | The individual required 2:1 staffing during the day with 2 waking night although it is hoped that this can be reduced to 1 waking night support  Staff are needed to be able to be called upon from elsewhere at short notice. |
| **Training Requirements** | Staff need to be trained, experienced and knowledgeable in the following:   * Challenging behaviour, PBS trained and physical intervention * Self-harm * Anxiety * Medication * Communication Aids * FASD * Autism PBS trained * Trauma informed care * Training to understand sensory needs |
| **Night-time Support** | At night there will also need to be 1 waking night alongside an additional staff to be close by should they be needed.  The individual sleeps well generally but can wake through the night and get up and can wake early so would need a waking night staff to provide support as and when required.  Use of assistive technology on the individual’s bed to alert staff when she gets up in the night would beneficial. |
| **Demographics** | The individual prefers females and specifically there should be no males at night as the individual wears minimal clothes and feels uncomfortable about male staff seeing her at night. |
| **Day time requirements** | The individual requires 2 staff during the day and it would be preferable if there were the option of additional staff if needed that were nearby.  A clear care plan would need to be in place about how the second staff member supports the individual including that the first to lead and staff should not communicate amongst themselves. |
| **Sensory Needs** | The individual’s sensory tools including her weighted blanket, therapy ball, weighted worm, and Sensory cat need to be visually available |
| **Other info** | The individual has previously spent a period of 4 months from Nov 2020 – March 2021 in the Hollies, a specialist in-patient unit, for anxiety.  Clear daily records and incident recording required  The Community Learning Disability Team will be available to support both the individual and the provider.  Staff would need to support with contact with family and a clear communication process would need to be in place.  Managers would need to take responsibility for effective communication |

**Pen Picture**

The individual is an 18-year-old girl who currently lives at home with her mother, father and younger brother in Cambridgeshire.

The individual likes you tube, tick tok and rap music. She also likes to her hair, make-up and nails. She has previously modelled for an agency and would like to do this again.

The individual can become dysregulated and demonstrate behaviours which challenge. Although the individual has some awareness of dangers these deteriorate when dysregulated and this dysregulation can be unpredictable. Therefore, the environment needs to be safe and staff need to be experienced in managing this. At these times the individual can also look for items to scratch her arms with and Staff need to be able to support the individual to regulate and not self-harm.

The individual is verbal in communication and does need a few minutes to process what is being asked of her to enable her to respond. Although the individual presents as very able her executive functioning impacts her decision making and professionals/providers should remain mindful of this when assessing mental capacity.

The individual can laugh hysterically when people get hurt, fall over or feel ill. She can also find hurting animals funny and has hurt her pets in the past.

**To Express an Interest:**

Complete the questionnaire below and return to [fiona.smitton@cambridgeshire.gov.uk](mailto:Madeleine.Hill@cambridgeshire.gov.uk) by. If you would like to discuss this opportunity please do not hesitate to send an email to fiona.smitton@hertfordshire.gov.uk with your contact details and she or a colleague will give you a call as soon as possible to discuss.

**Additional information:**

This market testing exercise is not an invitation to tender or a request for formal expressions of interest. This document does not form any part of an invitation to tender. Cambridgeshire County Council and Peterborough City Council is issuing this request for information only. Any supplier invited to present to the Council is doing so to support market research only and to help make any potential procurement process more focused and efficient. No supplier selection or supplier preference is implied.

**Questionnaire:**

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

## Section A: Organisation and Contact Details

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| **Question** | **Response** |
| Name of your organisation |  |
| Registered office (if applicable) |  |
| Trading address (if different from office) |  |
| Name of person whom any queries relating to this questionnaire should be addressed |  |
| Telephone Number(s) |  |
| Email |  |
| Address if different to above |  |

## Section B: Questions

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

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| **Question** | **Response** |
| **Question** |  |
| **1 General**   1. Which aspects of the supported living service are you interested in providing? 2. Are you applying either jointly in combination with a separate care or housing provider? 3. Would you be willing to work with a different care/housing provider if we can provide a match? |  |
| **2 The property**  2a) How you would source a suitable property, and what are your timescales for doing so?  2b) what is the indicative weekly rent and how would any services or other property related costs be covered? Our expectation is that rent would be affordable to the individual and would not exceed local housing allowance levels.  2c) what support you would require from the local authority to ensure that the proposed property meets the individual’s requirements  2d) Other than a tenancy agreement with the individual, what other contractual /partnership agreements would you expect to be in place with either the care provider, the individual or the local authority? |  |
| **3 The care**  If you are a care provider please indicate:  a) If you are already on a PCC or a CCC framework  b) your CQC status and most recent rating  c) Indicative costs (setting out hourly and/or weekly rates for different types of care such as core care waking nights, sleep-in nights  d) Expereince of providing support to similar individuals and how you would use these skills and knowledge in this case  e) Recruitment plans and timescales for setting up a care service for the individual.  f) How you would support the person with a particular focus on anxiety management. |  |