**Domiciliary Care Rounds and Provider Incentive Payments Feedback**

**Early Engagement & Soft Market Testing**

**Background:**

This document is intended for information purposes only and will be used by West Sussex County Council’s (WSCC) contracts and commissioning service to understand Provider interest. This document does not form a legally binding contract and is not a statement of intent to enter into a contract with any Provider.

Please note that this is not the commencement of a procurement process and Service Providers are expressing an interest to receive further information on this service and take part in soft market testing. Should any procurement arise from this, a separate notice and information will be provided.

WSCC are inviting views from registered domiciliary care provider organisations as part of a soft market testing exercise in relation to a **Domiciliary Care Rounds and Provider Incentive Payments Feedback** in West Sussex. Providers are asked to provide feedback on the points below and to confirm whether they feel any of these options would enable them to continue to grow in the delivery of care and support at home to the residents of West Sussex.

WSCC recently procured and awarded contracts for domiciliary care Rounds which were delivered during the winter of 2022 to 2023. WSCC also oversaw the delivery of Incentive Payments; inviting the domiciliary care providers to identify proposals required funding which would support their continued service delivery. WSCC is now seeking feedback from the market about each of these schemes as well as thoughts regarding potential future options.

The **aims** of WSCC’s Rounds and Incentive Payments over winter 2022/2023 were to:

* Encourage an increase in Provider delivery in specific geographical locations,
* Increase the time efficiency of Providers acceptance and commencement of new referrals, and
* Maintain the flow of service users moving on from interim services such as Hospital Discharge Care and Community Reablement Service onto long-term Domiciliary Care and Support at Home.

This piece of market testing aims to get Providers’ feedback on these schemes and their views on the potential for other models of delivery to potentially compliment or substitute the above range of schemes to support the market to best meet the aims listed above.

Please can you respond to the questions listed below by latest, **5pm on Tuesday 1st August 2023.** Please submit your completed document via email to [adultscommissioning@westsussex.gov.uk](mailto:adultscommissioning@westsussex.gov.uk) including “Soft Market Testing” in the subject line.

1. **Review of Rounds:**

**Please can you give your thoughts and comments on the Domiciliary Care Rounds.**

* *Do you feel having a target number of weekly hours delivery in specific geographical locations supports domiciliary Provider’s growth in delivery?*
* *Do they enable providers to respond to and commence delivery of new referrals more time efficiently?*
* *Do you have any other thoughts about the Rounds?*
* *Have you been awarded and delivered a Round contract by WSCC or other social care commissioning body before?*

1. **Review of Incentive Payments:**

**Please can you give your comments and thoughts on the Incentive Payment scheme.**

* If you did receive an incentive payment before from WSCC or other commissioning body did your organisation benefit from it? If so, what did you spend it on and how did it support your organisation? If not then do you think incentive payments would benefit your organisation and how?
* Do you feel similar Incentive Payment schemes would help your organisation to continue to increase the amount of people you provide services to? If so, how would it?

*Please note that this is for soft market testing only and no figures given will be used for any other purpose other than to help inform WSCC of the strengths and weaknesses of the potential ideal. We may not decide to implement this idea This will not be used to evaluate any future bid*

1. **One Off Payments:**

**WSCC would like to explore ways to meet the aims listed above besides Rounds.**

* One additional method we would potentially like to explore are one-off payments which would be activated during times of high demand and consist of Providers receiving payments for each referral accepted and commenced within a timeframe.
  + Please can you give your thoughts about this idea?
  + Have you seen other commissioning bodies use incentive payments for domiciliary care before?
  + Would it help you to continue to increase service delivery?
  + Would it increase the likelihood of accepting and commencing referrals from WSCC?
  + Do you think there would be risks or challenges associated with it?

1. **Other ideas**

WSCC are looking for ideas and innovations, to meet the aims of growth in the market and increasing time efficiency of service commencement referenced above. We appreciate the subject matter expertise of the Domiciliary Care Providers so would like to hear any ideas you may have and an indicator of the potential annual cost of your suggested approach.

*Please note that this is for soft market testing only and no figures given will be used for any other purpose other than to help inform WSCC of the potential service cost. This will not be used to evaluate any future bid.*