**Soft-Market Testing Exercise**

**Enhanced Age Well Services – Wandsworth East Locality**

**Adult Social Care and Public Health** (CPT 2966A)

The Council is undertaking a market consultation exercise to assess the potential interest in delivering Enhanced Age Well Services in the eastern half of Wandsworth. The new service will commence on 1 April 2023 to 31 March 2026, with an optional extension for up to a further three (3) years to 31 March 2029.

The estimated contract value is £107,763 per annum. The estimated total value over the full 6 years amounts to £646,578 plus an annual uplift based on the Consumer Price Index.

The Care Act 2014 requires local authorities to promote diversity and quality in provision of services to meet the support needs of their local population. Wandsworth Council currently offers a range of day opportunities for older people, adults with dementia, and people with physical and sensory disabilities. These include a mix of open access services (preventative services) for all older people, alongside specialist day services (for residents with assessed eligible needs).

The Enhanced Age Well service centres will be open to all residents of the borough aged 60 plus regardless of eligible need (i.e. open access, so the person does not need to approach Adult Social Care (ASC) services for an assessment or referral). This will exclude residents requiring personal care or who wander, unless accompanied by a paid or unpaid carer who can provide personal care and mitigate the risk of wandering.

The minimum operating hours will be three days a week (10am to 4pm), plus the equivalent of one extra day a week which is dependent on service user needs (e.g. weekends, evenings or additional weekday). The expected daily attendance is approximately 40 service users.

The services will be part of the Council’s Wandsworth Voluntary Sector Prevention Offer for older residents. All of the services in this offer are designed to support older residents to maintain their health and wellbeing by tackling the risk factors and conditions that may result in the need for health and social care interventions.

The aim is to align the locality-based Enhanced Age Well Centre with an emerging model for day opportunities in Wandsworth that seeks to establish a streamlined support offer for residents as they transition from lower to higher levels of support need. The Enhanced Age Well offer specifically reflects the growing demand for services that can support frail older adults – many with mild to moderate memory loss – to remain living independently in their own homes for as long as possible.

The existing service delivery model for Age Well centres cater for residents with lower levels of support need includes the following elements:

* A physical meeting place which is open on at least 3 days a week (unless otherwise negotiated) from 10am to 4pm.
* Regular opportunities for existing and new service users to drop in or participate in activities.
* Face-to-face, telephone or digital outreach into people’s homes, community settings and, where appropriate, into hospital for regular service users who are in hospital for extended periods, with the aim of reducing the social isolation and feeling of loneliness experienced by people who are permanently housebound and/or are unable to leave their homes for various reasons.
* A range of activities (including outings where it is safe to do so) that are co-produced with service users and that engage with their interests.
* Supporting volunteers (including volunteers aged 60 plus) to contribute to the service.
* Support for older people to initiate and run their own new community groups close to their homes (in their homes or nearby community facilities) and online, based around the interest of members.
* Good local publicity to promote the service to older people in the local area.
* Provision of information, signposting and referral (where appropriate) to other services (including leisure services; other voluntary sector initiatives and social prescribing services) that can improve service users’ health and wellbeing.
* Work with health providers to provide health promotion activities to assist people to stay well including, but not limited to, flu campaigns, falls and bone health, screening services and winter warmth campaigns.
* Building partnerships (including with other Age Well initiatives) that bring more resources to the centre and helps achieve best value for money with the available resource.

The service specification for the new Enhanced Age Well centres will additionally include the following enhancements:

* **Digital Component** -- The Provider(s) will liaise with the ASC Digital micro-commissioning initiative and a forthcoming borough-wide Digital Inclusion and Care Technology Service to support members to access appropriate assistive technology that enables them to maintain independence in their own homes.
* **Enhanced Accessibility** – The Provider(s) will ensure that the centres are accessible to frail older people by:
* Providing transport assistance to members who cannot travel to the centres independently (via walking escorts; shuttle bus etc)
* Offering a variety of bespoke activities for people living with memory loss. This could include, but is not limited to, a magic table, singing for the brain and reminiscence therapy.
* **Hot Lunches** – The Provider will offer (for a fee) hot lunches to service users that comply with the London Health Catering Commitment.
* **Enhanced Outreach at Home/Hospital** – The Provider(s) will offer support to members who would ordinarily attend the centres but are unable to do so because of illness or infirmity. This could include, but is not limited to:
  + - Activities to reduce social isolation e.g. befriending, phone calls
* Mental stimulation e.g. activity packs
* Practical support e.g. with hoarding; filling out forms
* Visits in the hospital
* Support for members who are transitioning to supported living
* **Enhanced Staff Training** -- The Provider(s) will produce an annual training plan to ensure that all staff and volunteers are competent in supporting members with mild to moderate memory loss.
* **Closer Links with Locality Teams** – The Provider(s) will have regular contact with a named contact(s) from ASC’s Locality Teams to ensure that residents are receiving day services commensurate with their level of need.
* **Unpaid and Paid Carers** – The Provider(s) will ensure a welcoming environment for unpaid carers including offering discounted lunches to unpaid carers who are supporting members.

**FUNDING**

The Council is looking for Providers to identify match funding and/or alternative fundraising in addition to the resource provided by the Council to deliver the full service offer in scope. Providers may also generate income by way of service user fees.

To respond to this Notice, please complete the following short table to indicate your interest:

|  |  |  |
| --- | --- | --- |
| Service | | Please insert \* if this opportunity is of interest |
| East Locality Enhanced Age Well Service | |  |
| Please insert any comment on your selection |  | |
| Name |  | |
| Title |  | |
| Organisation |  | |
| Contact Details |  | |

While we are seeking expressions of interest to inform our decision process, prospective organisations are to note that this is NOT a call to competition.

Please submit your responses by 24 June 2022 to Patrick Palmer: [Patrick.palmer@richmondandwandsworth.gov.uk](mailto:Patrick.palmer@richmondandwandsworth.gov.uk)

To raise service questions please email: Steve Shaffelburg: [steve.shaffelburg@richmondandwandsworth.gov.uk](mailto:steve.shaffelburg@richmondandwandsworth.gov.uk) and copy to Lea Siba: [lea.siba@richmondandwandsworth.gov.uk](mailto:lea.siba@richmondandwandsworth.gov.uk)