

Report to Director of Adults and Health

March 2022

Discharge to Assess with Reablement Services Contracts Extensions

Report by Head of Commissioning

Electoral division(s): all

Summary

Discharge to Assess with Reablement service contracts are in place with three independent sector providers and provide up to 24 beds across the county. These contracts have been in place since 2018. A further up to 10 beds have recently commenced in a Shaw Healthcare service as alternative provision to the service provided in Marjorie Cobby house which is due to cease imminently following a Cabinet decision in November 2021.

This report makes recommendation to extend the current contracts for a final year as included within the original terms of the contract whilst the Shaw Healthcare Discharge to Assess with Reablement service also continues for the same period.

Recommendations

The Director of Adults and Health is asked to approve the extension of Discharge to Assess with Reablement contracts for a further 12 months until 31st March 2023 in the care homes listed below;

- Fulford's Care and Nursing Home,
 - Heathers, and
 - Wellington.
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Proposal

1 Background and context

- 1.1 Discharge to Assess with Reablement services commenced in 2018 following a decision taken in in September 2017 ([AH01 17-18](#)).

- 1.2 In March 2021 a decision ([OKD68 20/21](#)) was taken to extend the services for a further year whilst decreasing the number of beds in two of the homes listed above and repurposing the Burleys Wood service beds. Whilst 21/22 was anticipated to be the final year, it has been clarified that the full contract terms end on the 31st March 2023 and hence there is a remaining year for the full contract duration should the parties agree to extend the current arrangements.
- 1.3 Discharge to Assess with Reablement services in Shaw Healthcare’s residential home Glebe House commenced following a decision taken in November 2021 ([CAB07 21/22.](#)) This decision related to the cessation of services at Marjorie Cobby house with recommendations to provide alternative provision within Shaw Healthcare services. The beds being provided at Glebe House began in December 2021 as a trial arrangement between Shaw Healthcare and the County Council, repurposing some of the beds previously included in the long-term contract.
- 1.4 These services now currently operate at the following locations across the county providing support to enable people to be discharged from hospital and to regain skills and abilities to be as independent as possible aiming for them to return to their own homes.

Service	Location	Current discharge to assess with reablement beds
Fulford Care & Nursing Home	Littlehampton	4 (+2 flex beds)
Glebe House	Southbourne	8 (+2 flex beds)
The Heathers	Worthing	4 (+2 flex beds)
Marjorie Cobby House	Selsey	10 (soon due to cease)
Wellington <small>(NB Wellington beds previously provided within Bletchingly House on the same site by same provider.</small>	Haywards Heath	10 (+2 flex beds)

- 1.5 Contracts for services at The Heathers, Fulford Care & Nursing Home and Wellington were awarded following a full and compliant procurement process. The projected costs of these services for a full year are around £830k although this will increase depending on the use of the flex beds.
- 1.6 Analysis of return on investment has shown positive levels of benefit to the health and social care system reducing the net cost of service provision.
- 1.7 A total of 105 people were admitted to discharge to assess with reablement services from April to December 2021. Service occupancy has been affected by the pandemic but remains between 70 – 90% against a target of 80%.

- 1.8 Since these services commenced the Council also commissioned home first services to support people to discharge from hospital straight to their own homes and over 50% of customers with care needs discharged from hospital are now referred to home first services. This led to proposals in 21/22 to reduce the volume of Discharge to Assess with Reablement beds slightly. However, the overall demand for hospital discharge services has increased over the past year evidenced by the total number of referrals for residential services from hospital increasing by 51% from April to December 2020 compared to April to December 2021 and these services remain an important part of the hospital discharge pathways.

2 Proposal details

- 2.1 Proposals for the Discharge to Assess with Reablement beds reflect the demand for residential based hospital discharge services and the staffing challenges being faced by the social care market. It is proposed the contracts at the Fulford's, the Heathers and Wellington be extended for a further and final year until 31 March 2023. During the extension period a full review of the service delivery, model and performance will be undertaken in the context of wider strategic requirements for hospital discharge prior to development of proposals for future commissioning of these services.
- 2.2 These contracts were commissioned at rates set in 2018 and have only had one uplift since then (an inflationary uplift of 1.75% was applied in April 2021). The proposal is to apply the relevant decisions included in [OKD52 21 22](#) (subject to call in) to the three services identified in 2.1 which would identify an uplift for two of the services.
- 2.3 The Discharge to Assess with Reablement service at Shaw's Glebe House has only recently commenced meaning there is not yet sufficient information to analyse the performance. It is proposed that delivery of this service be analysed over the coming year to help shape the commissioning of future services mentioned in 2.1.
- 2.4 The decision to end the provision of in-house residential services for adults in Marjory Cobby House means that the Discharge to Assess with Reablement beds will cease in line with that decision.

3 Other options considered (and reasons for not proposing)

- 3.1 Commissioning new replacement services has not been proposed because a full review is required to identify the longer-term plans for these services and interest and value of tendering for one year contract is anticipated to be limited.
- 3.2 Allowing the contracts to end without replacing them has not been proposed because there are currently no other bedded reablement services available for individuals requiring a discharge from hospital, demand for hospital discharge services has recently increased and these are valued services as part of the hospital discharge pathways.

4 Consultation, engagement and advice

- 4.1 The services are well regarded within Adult Operations and across the health and social care sector. Discharge to Assess with Reablement services play an important role in hospital discharge pathways and operational teams felt it preferable to retain them.
- 4.2 Adults' Services senior managers have been engaged to seek their approval of the proposals. Approval from the Council's Commercial Panel has also been gained.
- 4.3 Each of the service providers have been consulted with and are keen to extend the services for a final year, but each have requested uplifts to their weekly rates.
- 4.4 One of the provider services have provided customer surveys which illustrated positive customer satisfaction with 90% answering 'Excellent' and 10% 'Good' when asked 'How do you rate your experience...'. With customer feedback from the other services expected to be received over coming weeks.

5 Finance

Revenue consequences

- 5.1 The revenue costs below include all the beds commissioned within Fulford Care and Nursing Home, The Heathers and Wellington with around £70k for use of the flex beds as these are required. It does not include Glebe House costs which were included in decision paper ([CAB07_21/22.](#))

	Year 1 2022/23 £m	Year 2 2023/24 £m	Year 3 2024/25 £m
Revenue budget	£900k	Nil	Nil
Cost of proposals	£900k	Nil	Nil
Remaining budget	Nil	Nil	Nil

- 5.3 The effect of the proposal:

(a) How the cost represents good value

Charges for residential beds have increased significantly during the pandemic. In addition, recent tenders and soft market testing indicates that the average cost of beds could increase if these were tendered rather than use the final year of the contract extensions.

(b) Future savings/efficiencies being delivered

The contracts help facilitate time efficient discharges from hospitals and allow more resource efficient solutions to individuals' long-term care and support needs to be found. Between April and December 2021 80% of Council funded customers using these services had a decrease from their projected cost prior to admission compared to the actual costs following their time in a discharge to assess with reablement bed and 58% of customers accessing the services went home following their stay. This is translating into financial benefits, which the extension of the contracts is expected to maintain. In addition, these services also help facilitate more time efficient discharges from hospital, so enabling savings for the wider health and care system.

(c) Human Resources, IT and Assets Impact

Although low impact these proposals will need to be correctly purchased on the IT system and the current level of contract management will need to continue.

6. Risk implications and mitigations

Risk	Mitigating Action (in place or planned)
Underutilised services	Link Social Worker and Occupational Therapist roles are holding frequent liaison meetings with the services to help ensure they are well utilised. The status of services' beds is illustrated on the capacity report with any vacancies being highlighted to relevant teams to refer to.
Insufficient services	Each of the three contracts include 'flex' beds which can be utilised at points of high demand without obligatory payments at points of low demand.
Service costs do not evidence return on investment to cover the costs	Full review of services in 22/23 alongside health partners to support long term consideration of service provision and investment required.
Flex beds utilised in excess of budget	Monitor the use of the flex beds and scale up only when pressures within the system require it and within the budget allocated in 5.2.

7. Policy alignment and compliance

7.1 The proposals are in line with the Hospital Discharge Service Guidance and the services delivered are aligned with the Regaining Independence policy.

- 7.2 The extension period was allowed for in the procurement documentation and contract and is therefore compliant with the Public Contracts Regulations 2015.
- 7.3 The contract was drafted by legal services and is compliant with the Council's Standing Orders on Procurement and Contracts.

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Appendices None

Background papers None