

# Finance and Resources Committee

10am, Thursday, 17 March 2016

## Direct Award of Contract: Blackwood Homes and Care

Item number	7.11
Report number	
Executive/routine	
Wards	

### Executive summary

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This report recommends the direct award of a contract to Blackwood Homes and Care as part of a wider effort to develop new ways of providing night time support to people with disabilities and/or poor mental health.

### Links

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Coalition pledges
Council outcomes
Single Outcome Agreement

## Direct Award of Contract: Blackwood Homes and Care

### Recommendations

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To agree:

- 1.1 the direct award of a contract to Blackwood Homes and Care for the period 1 April 2016 to 31 March 2017 at a cost of £144,350, with an option to extend the contract for one further year at the same cost
- 1.2 this report be referred to Health, Social Care and Housing Committee for information
- 1.3 to receive a report on the outcomes achieved via the contract at the midpoint and end of the recommended contract

### Background

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- 2.1 All local authority's make provision for paid carers to be available to vulnerable people and people with disabilities living in shared home settings or in their own homes who are assessed as being at potential risk during the night. Depending on the level of assessed risk, staff are deployed to either remain awake throughout the night or to work a 'sleepover' shift during which they are allowed to sleep. In both cases the role of staff is to ensure the safety, health and wellbeing of service users throughout the night.
- 2.2 While the exact number of night shifts worked will vary depending on service user needs, the Council currently spends around £7m per annum on maintaining safe night time arrangements in a variety of supported living settings across Edinburgh. While costs vary, following the implementation of National Living Wage legislation on 1 April 2016, the minimum annual cost of each sleepover provided will be £28,400 per annum.
- 2.3 A recent review of all night time support services recommended the Council should progress the use of technology enabled care (TEC) systems as a means of:
  - reducing current levels of reliance on the presence of a dedicated worker in individual home settings by providing an alternative night time contact point; and
  - developing a sustainable response to projected increases in demand for night time support.
- 2.4 This report details the first of a number of responses to the review recommendations.

- 2.5 The waiver of Council Standing Orders is permitted where the circumstances of a proposed contract are covered by legislative exemptions, including where the nature of the market for the services to be provided has been investigated and is demonstrated to be such that a departure from the requirement of Standing orders is justifiable in accordance with EU laws and principles: for example, when for technical reasons the contract may only be awarded to a particular provider or it is in the best interests of the Council to do so. It is on these last two grounds that approval is sought to make a direct award of contract to Blackwood Homes and Care.

## Main report

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- 3.1 Blackwood Homes and Care have made a substantial capital investment in the purchase of a new TEC system called 'Clever Cogs.' The system is simple to navigate and delivered via a touch screen in a service user's home which brings added benefits in terms of improving digital confidence and communication skills. Indirectly, the use of 'Clever Cogs' also contributes to efforts to widen digital inclusion.
- 3.2 'Clever Cogs' allows for visual 'skype type' contact between night time support advisors based in a centrally located hub and service users in their homes. The support advisor has access to information supplied by service users about themselves, to their care plans and to detailed 'response scenarios' to particular situations likely to arise in the course of providing care to an individual service user. This allows advisors to provide a tailored and personalised response when in contact with service users. In the context of night time support services it can also be used to:
- provide reassurance to service users having a disturbed night
  - alleviate social isolation and loneliness by providing a contact point for service users during the night
  - provide an audio alert to remind people to take medication and if necessary to watch someone doing so or provide advice about how they should do so
  - undertake practical tasks remotely for people who need assistance, such as closing curtains, raising or lowering a bed and switching a radio on/off
  - make contact with a service user in the event any home automation devices such as movement sensors, front door alarm or fire/water detectors, are activated to establish if all is well or help is needed
  - seek healthcare advice on behalf of a service user and/or summon emergency help
- 3.3 'Clever Cogs' is intended to provide an alternative means of communication with a service user, to enhance their personal independence by reducing their reliance on the physical presence of staff in their home and to deliver savings on staff time and travel costs.

- 3.4 In all cases its use will always be supported by a small team of mobile night time support staff who can quickly be directed by the hub advisor to attend a service user's home and provide any immediate physical assistance needed.
- 3.5 With financial backing from the Scottish Government, Blackwood Homes and Care have successfully trialled the use of 'Clever Cogs' in Stirling and Dundee with a view to ensuring it represents a safe alternative to traditional night time support arrangements.
- 3.6 Having demonstrated it meets safety requirements, funding from the Digital Participation Challenge Fund and the Wolfson Trust has facilitated the employment of a Digital Trainer to support and train staff and service users to use 'Clever Cogs.' The purpose of the recommended pilot in Edinburgh will be to assess its usefulness in facilitating the development of a new service delivery model for night time support.
- 3.7 An allocation of £288,700 from the Integrated Care Fund allocated to the Edinburgh Integrated Joint Board has been approved to meet the cost of a two year contract with Blackwood Homes and Care to:
- establish a night time 'Clever Cogs' advisory support hub and mobile team of night time responders in the north of the city during 2016
  - focus their initial work on 30 people with disabilities and/or poor mental health who currently receive dedicated night time support, live within a ten minute drive of the hub and who have expressed an interest in achieving greater independence through the use of TEC systems
  - install and maintain the 'Clever Cogs' system in service user's homes
  - take the time needed to gain the trust of service users, their family's and existing support staff and to build their confidence in the use of 'Clever Cogs' as a means of enabling them to reduce their reliance on the physical presence of staff during the night
  - consolidate service delivery in the north of the city during 2017 and
  - expand the service during 2017 and use the learning gained from Year 1 of the contract as a basis for starting work with a second cohort of service users in the south of the city
- 3.8 Finance and Resources Committee are recommended to approve the direct award of this contract for an initial one year period, at a cost of £144,350, on the basis Blackwood Homes and Care are the only provider able to offer the service within the period and at the scale required, have the necessary licenses for the use of 'Clever Cogs' in place and have unique demonstrable experience of its practical use and usefulness in promoting service user independence and reducing staff related support costs.
- 3.9 Finance and Resources are also recommended to agree an option to extend the contract for one further year, at a cost of £144,350, subject to the outcome of

evaluation of the results of the trial towards the end of the 2016/17 financial year. In the event evaluation of the trial shows that 'Clever Cogs' is making a significant contribution to the development of alternative night time support arrangements it will be continued. If no demonstrable benefits can be identified it will be discontinued at the end of Year 1 of the trial.

## **Measures of success**

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- 4.1 The Council achieves best value in the delivery of all night time support services provided to service users.

## **Financial impact**

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- 5.1 The cost of the contract will be met in full from the Integrated Care Fund allocated to the Edinburgh Integrated Joint Board.
- 5.2 The investment from the Integrated Care Fund is being made on a 'spend to save' basis. Bearing in mind the costs set out at 2.2, the minimum target 'return' being sought for each year of the trial is £144,350. This equates to the level of annual savings released by ending 5 currently provided sleepover services each year.

## **Risk, policy, compliance and governance impact**

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- 6.1 The piloting of the proposed service in other areas of Scotland has allowed for safety and business continuity risks associated with the use of 'CleverCogs' to be addressed and for appropriate contingency plans to be put in place.
- 6.2 Subject to approval of the report recommendations the resulting contract will be compliant with Council Standing Orders.

## **Equalities impact**

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- 7.1 Technologies such as 'Clever Cogs' have the potential to transform the way people engage in and control their care, empowering them to manage it in a way that is right for them.
- 7.2 However, the Council is alive to the potential Human Rights implications arising from the use of TEC solutions. For this reason the 'Clever Cogs' service specification places a particular duty on the contractor to agree with the Council the measures it will take to protect and safeguard the human rights of service users who engage with the 'Clever Cogs' programme.

## **Sustainability impact**

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- 8.1 The contract will contribute to a reduction of the carbon footprint associated with the delivery of care and support in a variety of settings.

## **Consultation and engagement**

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9.1 Consultation and co-production activity with disability and mental health providers and service users during 2014/15 informed the recommendations of the review of night time services referred to at 2.3.

## Background reading / external references

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### Links

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<b>Coalition pledges</b>	P12, P15, P30
<b>Council outcomes</b>	CO10, CO11, CO12, CO13
<b>Single Outcome Agreement</b>	SO2, SO4
<b>Appendices</b>	