



Domiciliary Care with Compassion

CONTRACT TITLE: SUPPORT AT HOME

CONTRACT REF: CCBC/PS2662/24/HS

FRAMEWORK CONTRACT PERIOD: 01 OCTOBER 2019 TO 30 SEPTEMBER 2029

Thank you for submitting a tender in respect of the above contract.

We have now completed Stage One – Selection Stage of the evaluation process and must inform you that, on this occasion, your tender has not been successful in proceeding to Stage Two – Award Stage.

Based on the evaluation criteria provided to you in the procurement documentation, your score and reason for rejection within Stage One – Selection Stage of the tender process is outlined in Appendix 1 attached.

APPENDIX 1

<u>Selection Question 25.01 – 25.02</u>	
<u>Please describe your organisation’s experience of providing</u>	
<u>A) Domiciliary Care services.</u>	
<u>Score</u>	Information not provided/inadequate/does not meet requirements or demonstrates that the level of risk associated with awarding a contract is unacceptably high. The response detailed that “Our care workers are skilled and time served in the delivery of domiciliary care with years of experience”, however there is no further detail to support this statement for example the qualifications of key staff.
<u>Fail</u>	

Comment: Care 83 have staff with the following external qualifications;

- Level 5 City and Guilds Diploma in Leadership and Management in Health and Social Care*
- Level 4 Diploma in in the Principles of Business Administration*
- Level 2 in Health and Social Care*
- Level 2 care and support of individuals living at home*
- Level 2 Support of individuals living with dementia*
- Level 3 Supporting the use of medication in the social care setting*
- Care handling foundation-manual handling*
- First aid at work*

In the last 2 years our care staff have completed an average of 40 certified online training courses, per staff member. I think this exceeds most other care companies and is far above the requirements of CIW.

In terms of ‘time serviced’ staff in the industry, our member of staff with the shortest time served has been providing domiciliary care for 4 years, with our longest time served staff member now in her 42nd year.



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Selection Question 25.03	
Please describe your organisation's experience of providing B) Respite at Home (Sitting services)	
Score Fail	<p>Information not provided/inadequate/does not meet requirements or demonstrates that the level of risk associated with awarding a contract is unacceptably high.</p> <p>The response detailed that the organisation has not provided respite at home service. The response could have been expanded and detailed how they would provide this service, and to show an understanding of the service....</p>

Comment: This is a retrospective question asking for us to describe our historical experiences providing this service. As per our original answer we have not provided this service to clients, therefore we are not in a position to describe our experiences.

Selection Question 25.04	
How has/does your organisation manage complaints? Please detail and give examples of 'lessons learnt', including how you ensure that these lessons are adopted by your staff team.	
Score Fail	<p>Information not provided/inadequate/does not meet requirements or demonstrates that the level of risk associated with awarding a contract is unacceptably high.</p> <p>The response details the policy and procedure processes for managing complaints, but does not cover all aspects of the question. There are references of lessons learnt from the process however the response does not explain the nature of the complaints or examples of what practices were put in place following the complaint to ensure lessons learnt. The response did not detail examples of lessons learnt and or how the organisation will ensure that the lessons are adopted by the staff team, e.g. by ensuring effective communication with all staff, discussion at team meetings and supervision sessions, and further checks to ensure that the changes have been adopted. ,</p>



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	The response lacked detail with no reference to complaints log, trends in complaints, reviewing complaints log or reviewing training requirements.
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Comment: Again, this question is focussed on historical examples of 'lessons learnt' from complaints. If you have not received any complaints, you cannot trend them or take any learnings from them. Neither can we demonstrate how they have been communicated with and adopted by staff at this time.

We do have a robust procedure in place for if and when we do receive our first complaint, which meets all the question requirements.