

# Extra Care Housing commissioning plan consultation



**Bristol City Council is reviewing the care and support services delivered in Extra Care Housing (ECH) that are funded by the council's Adult Social Care budget. The council is looking at what services are delivered and how the council would like to commission (buy) these services in the future.**

An ECH scheme is where people have their own self-contained homes as part of a larger complex, have a legal right to occupy the property, and have the provision of an onsite care and support service. Bristol City Council currently spends approximately £4.8m per annum on care and support in ECH across the city for people over 55 years of age. Care and support providers deliver personal care and support services for people living in ECH schemes.

Getting care and support services right is important because the council wants to make sure the services it funds are right for people who live in ECH now and in the future.

Commissioning (buying or procuring a service) is a process whereby the council pays another organisation to deliver services. The council must make sure it gets the best value for public money. It must also make sure that organisations that would like to apply to deliver care and support in ECH services are given an opportunity to do so. When an organisation applies to the council to deliver services, this is called a tender.

### **New ECH contract from April 2022**

The current contracts for ECH care and support will end in April 2022 and Bristol City Council needs to find ECH care and support providers for the next contract period.

The council has written a commissioning plan for the new care and support contracts in ECH. The ECH commissioning plan sets out what ECH services would be provided and how the council proposes to buy in those services from other organisations.

The ECH commissioning plan is the subject of this consultation and is available at [www.bristol.gov.uk/ECH](http://www.bristol.gov.uk/ECH)

The final commissioning plan will be informed by feedback from people who have an interest in how care and support services are provided in ECH:

- people living in extra care housing
- people who care for people living in extra care housing
- the families or friends of people living in extra care housing
- the providers of care and support services in extra care housing
- other stakeholders and organisations who work with extra care housing.

This process is called a consultation. People and organisations who fill in the survey will be asked what they think is important about ECH care and support services – what services are provided and how they are provided.

Organisations who can provide ECH support services will then apply to deliver these services in a tender, which will be put out in autumn / winter 2021. Care and support services already in place in ECH will continue to be delivered throughout this process without a break.



If you would prefer to complete this survey online, you can do so at:

**[www.bristol.gov.uk/ECH](http://www.bristol.gov.uk/ECH)**

Consultation closes on 18 July.

Or email it to:

**[ECHCommissioning@bristol.gov.uk](mailto:ECHCommissioning@bristol.gov.uk)**

Please post this survey to:

**Strictly Private and Confidential –  
For Addressee Only, Tim Rabone,  
Adult Commissioning (TS), PO Box 3399,  
Bristol BS1 9NE**

The results of this consultation will inform the final version of the commissioning plan. You will be asked to tell us what you think of:

1. the key areas of focus for the draft commissioning plan
2. the types of care and support services to be commissioned
3. what the council will pay for future care and support services (pricing options)
4. the way the council buys care and support services from ECH providers (purchasing options)

You do not need to answer all the questions in this questionnaire.

The current twelve contracts that are due to be recommissioned are:

- ABC Centre ECH care and support
- Ash Lea Court ECH care and support
- Blaise Weston Court ECH care and support
- Bluebell Gardens ECH care and support
- Colliers Gardens ECH care and support
- Haberfield House ECH care and support
- Hillside Court ECH care and support
- Lincoln Gardens ECH care and support
- Monica Wills House ECH care and support
- Sommerville ECH care and support
- The Knowle Complex (Southlands and Anchor House) ECH care and support
- Waverley Gardens ECH care and support

The care and support delivered at Stoke Gifford Retirement Village is not part of this recommissioning as this is a new contract.

There are other care and support services being delivered in ECH that are contracted to other providers. These services are not part of this consultation or recommissioning.

**Please tell us in what capacity you are responding** (tick all that apply)

- I am a resident in Bristol
  - I currently live in Extra Care Housing
  - I care for someone who lives in Extra Care Housing
  - I am a friend/relative of someone who lives in Extra Care Housing
  - I am a professional who works/has worked/within Extra Care Housing
  - Other (please state)
- 

## **Section 1: Key areas of focus for the draft commissioning plan**

The draft commissioning plan proposes 10 areas of focus for the recommissioning of care and support services in ECH in Bristol. These areas of focus set out the agreements between the council and organisations that provide these services, and how the services should be delivered in the future. The proposed areas of focus may change based on the results of this consultation.

We have outlined these 10 areas of focus below. You will then be asked about the extent to which you agree or disagree that these are the areas that the ECH commissioning plan should focus on:

**Note:** sources for data are available in the draft commissioning plan.

### **1 Focus 1: Strengthen the support provided for people with dementia in ECH**

Background to Focus 1: The council wants ECH to continue where appropriate as a realistic alternative to residential care for people with dementia. The number of people with dementia aged over 65 is projected to rise by 28.4% in Bristol in the next 10 years.

**To what extent do you agree or disagree with Focus 1:**

- Strongly agree    Agree    Neither agree nor disagree
  - Disagree    Strongly disagree
- 

### **2 Focus 2: Strengthen support for people with mental health issues in ECH, such as depression and anxiety.**

Background to Focus 2: 20% of people report below average mental wellbeing (BCC Quality of Life Survey 2020/21), significantly worse than last year (15%), but this rises significantly to 34% in the most deprived areas (up from 21% last year).

**To what extent do you agree or disagree with Focus 2:**

- Strongly agree    Agree    Neither agree nor disagree
- Disagree    Strongly disagree

**3 Focus 3: Strengthen support for people with complex needs (multiple health conditions) in ECH, including substance and alcohol misuse.**

Background to Focus 3: The number of people with multiple health conditions or complex needs is growing.

**To what extent do you agree or disagree with Focus 3:**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
- 

**4 Focus 4: Increase the level of intergenerational activities and promote intergenerational living in ECH**

Background to Focus 4: Intergenerational means bringing people of different ages together, for example young adults in the same complex as people over the age of 55. This can have benefits for reducing loneliness and improving health.

**To what extent do you agree or disagree with Focus 4:**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
- 

**5 Focus 5: Ensure ECH can better support people who have lower care and support needs**

Background to Focus 5: The council wants to ensure ECH can support people better before their needs get to a crisis point, preventing or delaying the need for residential care, and to make it easier for people to move into ECH earlier.

**To what extent do you agree or disagree with Focus 5:**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
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**6 Focus 6: Support ECH care and support service providers to use more technology and assisting independence equipment within ECH, such as mobility equipment, alarms, and sensors.**

Background to Focus 6: The council wants to make sure ECH is making best use of the latest advancements in technology and equipment (assistive technology) to improve health and wellbeing and support independent living for longer.

**To what extent do you agree or disagree with Focus 6:**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree

## **7 Focus 7: Strengthen links within the locality and community**

Background to Focus 7: The council has a vision for ECH to work more closely with its local communities to build resources, share assets, and make services more joined up for service users.

**To what extent do you agree or disagree with Focus 7:**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
- 

## **8 Focus 8: Strengthen support to carers living in ECH**

Background to Focus 8: The council wants to make sure care and support services increase support for unpaid / informal carers and help prevent carers from feeling overwhelmed. 35.7% of people living in ECH are recorded as being a carer or having a caring role.

**To what extent do you agree or disagree with Focus 8:**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
- 

## **9 Focus 9: Strengthen support in ECH for people being discharged from hospital**

Background to Focus 9: The council wants ECH to play a key role in helping people return to the quality of life they had before they last went into hospital, and to prevent them going into hospital again.

**To what extent do you agree or disagree with Focus 9:**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
-



## Section 2: Main types of care and support activities we propose to commission in ECH

We have listed below the main types of care and support activities that we propose to commission as part of ECH; these are also listed in the draft commissioning plan.

These are the main care and support activities that the onsite care provider would need to provide to those living in ECH whose care and support is funded by the council. The council also expects care and support providers to work with ECH landlords and other organisations to support service users with achieving their outcomes where needed.

The care and support activities may change based on the feedback received for this consultation and the following list does not include all the types of care and support that could be delivered.

**Please indicate the extent to which you agree or disagree with the main types of ECH care and support activities we propose to commission:**

- 1 A flexible and responsive care and support service which is available 24 hours, seven days a week. For example, responding to emergency requests for unplanned care and support during the day and night, and responding to alarm calls.**

Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree

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- 2 Personal care that is person-centred, promotes independence, and is responsive to changes in service users' needs over time.**

Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree

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- 3 Support for service users to maintain and improve physical and emotional wellbeing and a healthy lifestyle.**

Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree

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- 4 Support for service users to maintain and improve independent living skills and promotion of independence.**

Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree



**5 Support for service users to maintain their tenancy, for example support with moving in, maintaining the home, budgeting, staying safe, and help arranging repairs.**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
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**6 Support for service users to access Occupational Therapy, Technology and Equipment to improve their independence, such as mobility equipment, alarms, and sensors.**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
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**7 Support for service users to find employment, education or training, and support for taking part in meaningful activities.**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
- 

**8 Support to combat isolation and loneliness, for example supporting service users to create social networks and informal support networks.**

- Strongly agree    Agree    Neither agree nor disagree  
 Disagree    Strongly disagree
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**Do you think anything is missing from the main types of care and support activities to be commissioned?**

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## Section 3: Pricing Options

The council has decided that the way we fund care and support services in ECH needs to change, to improve the way ECH services are delivered in the future and to support more people.

The council is proposing pricing options to fund a) planned care and support, and b) unplanned care and support.

### a) Planned Care and Support

Planned care is care and support that is needed on a regular basis to meet that person's needs and improve their outcomes. This care and support is written in a person's care and support plan. Planned care and support is currently paid for by 'Spot Purchasing,' where the council pays ECH care and support providers a set rate for each hour of care and support they provide.

### b) Unplanned Care and Support

Unplanned care and support is help that is not arranged in advance, including the care and support provided in an emergency. It is available at any time of the day or night and is provided by the staff who work in ECH. It includes the support provided in response to alarm calls. The council expects ECH care and support providers to employ staff to provide unplanned care and support, including emergency response, during the day and night.

Unplanned care and support can contribute to the safety and peace of mind of all people who live in ECH. This includes those who may not need unplanned care and support when they first move in, but could need it in the future, as their needs change.

At present service users often have at least one additional hour of staff time per week included in their care and support plans, to be used specifically for funding unplanned or emergency care and support, during the day and night. Service users contribute to this cost up to the level they can afford. This is how unplanned care and support is paid for currently.

**The following funding packages are being proposed to pay for planned and unplanned care and support in the future. You will then be asked which funding package you prefer to pay for planned and unplanned care and support in ECH.**

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**Funding package one:** A block contract to pay for planned and unplanned care and support. Includes the cost of both planned and unplanned care and support in a charge based on a banding system.

**Impact of this option on service users:**

- The council would set a charge for service users in ECH schemes that would cover the cost of their planned and unplanned care and support, including emergency cover during the day and night.
- The charge would be based on a banding system. People would be placed in a band according to how many hours of care and support they might use each week, based on their level of need. People with higher care and support needs, and who would use more care and support hours each week, would be in a higher banding, and would pay more than those on a lower banding.
- This option may mean some service users pay more or less than they are currently paying for their care and support. Service users would only pay what they could afford, following a financial assessment, which would determine their level of contribution.
- The hours currently included in care and support plans to directly pay for unplanned care and support would be removed.

**Impact of this option on providers:**

- The council would make one overall payment to ECH providers to pay for services to be delivered, in a block amount.
- A block contract allows providers to be flexible, meaning they can change the amount of care they deliver according to demand and the needs of their service users.

**Funding package two:** ‘Spot Purchasing’ to pay for planned care and support combined with ‘Block Contract funding’ to pay for unplanned care and support.

### **Spot purchasing to pay for planned care and support**

This is how planned care and support is paid for now and is the current system, which would continue.

#### **Impact of this option on service users:**

- Service users would still be charged for their planned care and support based on the number of hours of care and support identified in their agreed care and support plan. Service users would only pay what they could afford, following a financial assessment, like the current system. This option may mean some service users pay more or less than they are currently paying for their care and support.
- Spot purchasing could help service users have more choice over how their personal care and support budgets are spent, if they have one.

#### **Impact of this option on providers:**

- The council would continue to pay ECH care and support providers a set rate for each hour of care and support they provide.
- Spot purchasing might make it difficult for providers to maintain enough staff and to provide a flexible and responsive service compared with a block contract. It may also be less attractive to smaller providers with fewer resources to cover changes in hours.

### **Block contract funding to cover unplanned care and support during the night.**

#### **Impact of this option on service users:**

- At present service users often have at least one additional hour of staff time per week included in their care and support plans, to be used specifically for funding unplanned or emergency care and support, during the day and night. Service users contribute to this cost up to the level they can afford. Funding package two would mean that these hours would only be included in service users’ care and support plans to fund unplanned or emergency care and support during the day. The council would fund unplanned or emergency care and support during the night.

#### **Impact of this option on providers:**

- Block contract funding would be a sum of money, paid by the council, to fund unplanned care and support during the night, including emergency night cover. This would be paid from the council to care and support providers in one amount.
- Block contract funding would mean that provider’s costs are adequately covered, and providers would know about what level of funding they would receive.

**Funding package three:** 'Block Contract funding' to pay for planned care and support combined with 'Block Contract funding' to cover unplanned care and support during the night.

### **Block contract funding to pay for planned care and support**

#### **Impact of this option on service users:**

- Service users would still be charged for their planned care and support based on the number of hours of care and support identified in their agreed care and support plan. This option may mean some service users pay more or less than they are currently paying for their care and support. Service users would only pay what they could afford, following a financial assessment, like the current system.

#### **Impact of this option on providers:**

- The council would make one overall payment to ECH providers to pay for services to be delivered. This is one sum of money to cover all the care and support that their service users might need.
- A block contract for planned care and support would mean that providers would know what level of funding they would receive. A block contract allows providers to be flexible, meaning they can change the amount of care and support they deliver according to demand and the needs of their service users.

### **Block contract funding to cover unplanned care and support during the night.**

#### **Impact of this option on service users:**

- At present service users often have at least one additional hour of staff time per week included in their care and support plans, to be used specifically for funding unplanned or emergency care and support, during the day and night. Service users contribute to this cost up to the level they can afford. Funding package three would mean that these hours would only be included in service users' care and support plans to fund unplanned or emergency care and support during the day. The council would fund unplanned or emergency care and support during the night.

#### **Impact of this option on providers:**

- Block contract funding would be a sum of money, paid by the council, to fund unplanned care and support during the night, including emergency night cover. This would be paid from the council to care and support providers in one amount.
- Block contract funding would mean that provider's costs are adequately covered, and providers would know about what level of funding they would receive.

**Which of the following funding packages do you prefer for funding planned and unplanned care and support?**

- Funding package one:** Block Contract to pay for planned and unplanned care and support. Include the cost of both planned and unplanned care and support in a charge based on a banding system.
- Funding package two:** Spot Purchasing to pay for planned care and support combined with Block Contract funding to pay for unplanned care and support during the night.
- Funding package three:** Block Contract funding to pay for planned care and support combined with Block Contract funding to cover unplanned care and support during the night.

**If you have any comments on the pricing options, please tell us below:**

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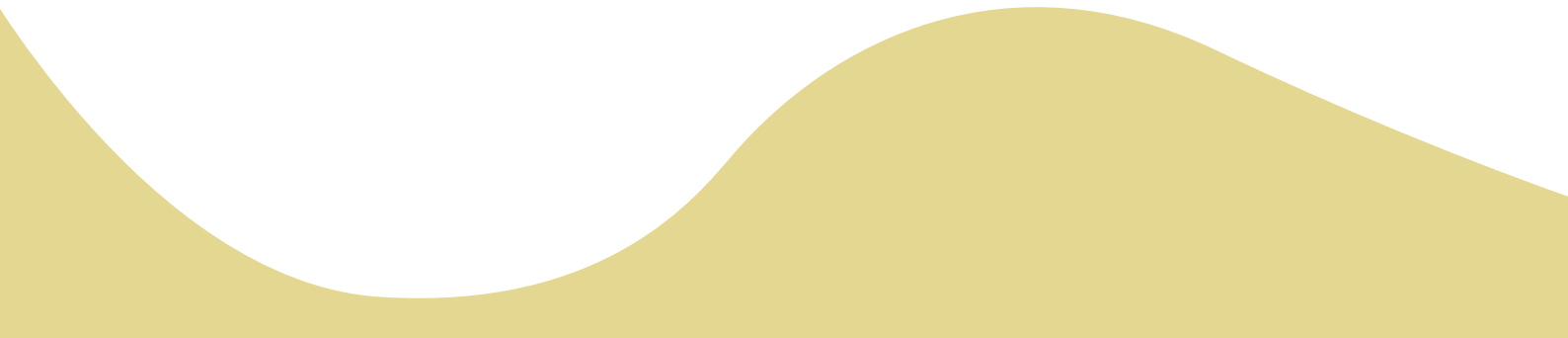
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## Section 4: Purchasing options for future services (the way we buy services and decide who provides services)

The council is considering the following two options for how we will commission (buy) Extra Care (care and support contracts) in the future. When an organisation applies to the council to deliver services, this is called a tender. The council needs to ensure ECH services will meet the needs of the city and the people that use the service.

### Option 1: Open tender for individual contracts.

‘Open Tender’ means that any organisation can apply to deliver ECH services if they meet certain criteria. The contracts could be for individual ECH schemes or the contracts could be based on geography (a group of ECH schemes in one location).

The tender allows the council to check the quality of the organisations who want to deliver services. The council does this by asking bidders questions based on a service specification and the bidders who score the highest marks will be awarded contracts. A new service specification, explaining what services should be delivered, will be written by the council to improve and modernise the service delivery.

This option does not allow the council to ‘call off’ (buy more) care and support services in ECH schemes in the future, for example if more contracts were needed, or there needed to be a change to who provides services. A separate tender process would be required.

### Option 2: Open Framework (DPS) for care and support.

‘Open Framework’ means that any organisation can apply to deliver services throughout the life of the contract if they meet certain criteria. The contracts could be for individual ECH schemes or the contracts could be based on geography (a group of ECH schemes in one location).

An ‘Open Framework’ means that organisations would apply to be on a list of providers, who can then be chosen to provide services now and in the future. Organisations would need to meet the minimum criteria to be accepted on to the list. Organisations may still need to apply for certain contracts but would be on the list to do this. Organisations would be able to apply to join the list now, and in the future, for example on certain dates set out in the tender documents.

The tender allows the council to check the quality of the organisations who want to deliver services. The council would do this by asking certain questions. A new service specification, explaining what services should be delivered, will be written by the council to improve and modernise the service delivery.

The Open Framework would need to be managed by the council in the future, so this would mean ongoing work for the council.

**Which of the purchasing options do you prefer for commissioning ECH Care and Support Services in Bristol? The option that we take forward may be refined based on consultation feedback.**

- Option 1:** Open tender for individual contracts.
- Option 2:** Open Framework (DPS) for care and support.

**If you have any comment on the purchasing options, please tell us below:**

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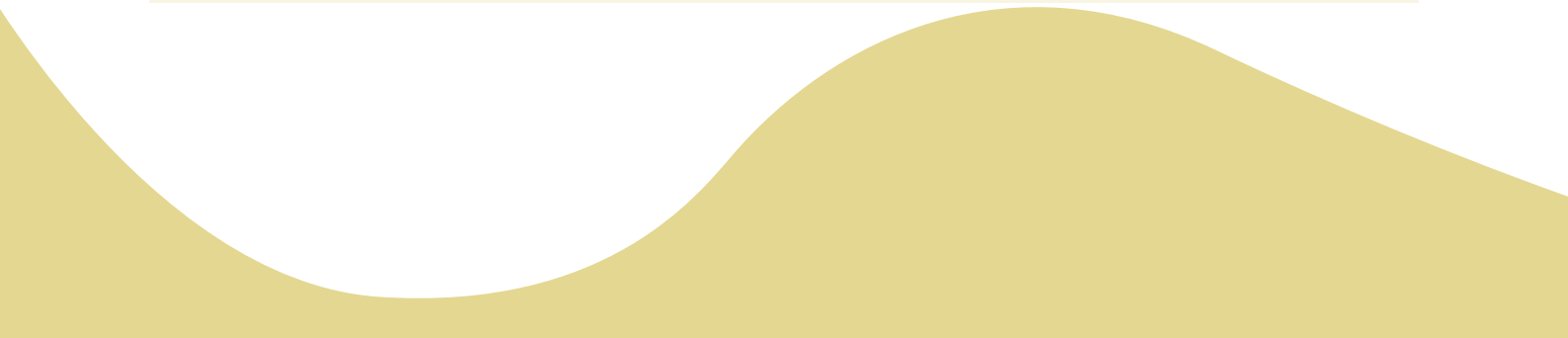
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# About you

We would like to receive feedback from people with as wide a variety of views and needs as possible in Bristol.

It would be very helpful if you could complete the following 'About You' questions. This will help us ensure that no-one is discriminated against unlawfully. All questions are optional. You do not have to answer any of them if you prefer not to.

Information provided will be treated in the strictest confidence and in accordance with the General Data Protection Regulation (GDPR). Personal and sensitive information will be used solely for the purpose of equalities monitoring to ensure that everyone is treated fairly.

Our privacy policy, which explains how we will process your personal information, how long we will retain it and your rights as a data subject, is available here [https://files.smartsurvey.io/2/0/IJ4HR3MC/BCC\\_Survey\\_Privacy\\_Notice\\_\(v3.2\).pdf](https://files.smartsurvey.io/2/0/IJ4HR3MC/BCC_Survey_Privacy_Notice_(v3.2).pdf).

Please answer the questions below by ticking the boxes that you feel most describes you.

## 1. What is your full postcode? (e.g. BS9 3JZ)

If you are responding on behalf of a business or other organisation, please provide the postcode of the organisation's premises in Bristol.

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## 2. What is your age?

- |                                  |                                  |                                  |  |
|----------------------------------|----------------------------------|----------------------------------|--|
| <input type="checkbox"/> 0 – 10  | <input type="checkbox"/> 18 – 24 | <input type="checkbox"/> 45 – 54 | <input type="checkbox"/> 75 – 84           |
| <input type="checkbox"/> 11 – 15 | <input type="checkbox"/> 25 – 34 | <input type="checkbox"/> 55 – 64 | <input type="checkbox"/> 85 +              |
| <input type="checkbox"/> 16 – 17 | <input type="checkbox"/> 35 – 44 | <input type="checkbox"/> 65 – 74 | <input type="checkbox"/> Prefer not to say |

## 3. Do you consider yourself to be a disabled person?

- Yes  No  Prefer not to say

## 4. What is your sex?

- Female  Male  Other  Prefer not to say

If other, please describe:

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## 5. Have you gone through any part of a gender reassignment process or do you intend to?

- Yes  No  Prefer not to say

**6. What is your ethnic group?** (Please tick one box only)

- White British
- White Irish
- White Other
- Black /African / Caribbean / Black British
- Asian / Asian British
- Mixed / Multi ethnic group
- Gypsy / Roma / Irish Traveller
- Prefer not to say

Any other ethnic background (please describe):

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**7. What is your sexual orientation?**

- Bisexual
- Heterosexual / Straight
- Gay Man
- Prefer not to say
- Gay Woman / Lesbian

Other (please describe):

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**8. What is your religion/faith?**

- No Religion
- Hindu
- Pagan
- Buddhist
- Jewish
- Sikh
- Christian
- Muslim
- Prefer not to say

Other (please describe):

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**9. Are you pregnant or have you given birth in the last 26 weeks?**

Yes  No  Prefer not to say

**10. Are you a refugee or asylum seeker?**

Yes  No  Prefer not to say

Information provided will be treated in the strictest confidence and in accordance with the General Data Protection Regulation (GDPR). Personal and sensitive information will be used solely for the purpose of equalities monitoring to ensure that everyone is treated fairly. – link to: [https://files.smartsurvey.io/2/0/IJ4HR3MC/BCC\\_Survey\\_Privacy\\_Notice\\_\(v3.2\).pdf](https://files.smartsurvey.io/2/0/IJ4HR3MC/BCC_Survey_Privacy_Notice_(v3.2).pdf)

**If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact: 07385 417 339.**