



LWH PDPS – Lot 1B Homecare

Process for Awarding Homecare Packages



Title	
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Introduction

This process has been developed to provide confirmation of the steps taken for how a homecare package of care should be awarded via Care Navigation for the LWH PDPS - Lot 1B Homecare.

This is to provide ourselves, and contracted providers, with assurance we are acting as fairly and equitably as is possible using our current systems and ensuring we are acting in line with the contractual arrangements of [Appendix 2B – Lot 1B Homecare services call-Off procedure V3](#) as documented below:

2.9. If more than one Service Provider responds to state that they can accept the Care Package(s), then any one of the following award criteria may be used:

- a) Individuals' choice*
- b) The Service Provider who can do closest to the desired timeslots*
- c) The Service Provider who already has existing Care Packages in the immediate vicinity*
- d) The Service Provider who can accept more than one Care Package (creating 'runs)*
- e) The Service Provider who is new to the area – may want to grow their business, particularly in a recognised hard to reach area*
- f) In order to manage the market, it may be advantageous to award to one particular Service Provider in order to sustain their business (may have had many Care Packages ceased in a short period of time)*
- g) Rotational, to sustain levels of business within a particular Ward*
- h) Service Providers with a recognised specialism which requires specific training to safeguard the Individuals – e.g., Prada Willi Syndrome*

Agreed Process

Below is the agreed process, in order of priority, for selecting a Homecare provider for award where multiple responses have been received offering to deliver a package of care.

1. Suitability of Offer.

View the offers and select the offer that has best matched the request for care, however if a provider has been named as a 'preferred provider' by the person who will receive the care or their advocate, and their offer is suitable, please award to this provider.
(Where providers have been requested by a person please document in the log, noting if this was previously the persons STC@H provider). This log is stored in the shared Care Navigation and Contracts Teams Channel.

2. Previously Awarded Hours.

Should a 'preferred provider' not have been named, of the suitable offers, (starting with the best match), that were made for the package of care select the provider that has previously been awarded the least number of hours using spreadsheets stored on the internal Care Navigation Teams channel.

Present this offer to the person or advocate, should they accept the providers offer please award, however should this be rejected move to the provider with the next least number of hours awarded.

3. Runs

Should there be sufficient volume of packages to be awarded, look to source 'runs' where packages are based in a similar locality and if visit times allow for this.

4. Vicinity

Should there be difficulties sourcing care look to award to providers with existing packages in the immediate vicinity.

5. New to the Area

If a provider is new to the area, it is likely this will be dealt with through point 2 – '*Previously Awarded Hours.*'

6. Recognised Specialism

If a provider has a recognised specialism required to deliver specific care needs, it is likely this will be dealt with through point 1 - '*Suitability of Offer.*'