

Nursing Home Commissioning

The role of residents in the procurement

February 2020



Commissioning of care homes

Currently

- * Two homes in the borough only 125 beds available due to the second being block booked by Lambeth

Commissioning intentions

- * Council Plan commitment to open two new nursing homes
- * Cabinet gave permission for awarding contracts for local provision
- * Tender with three bidders to award contracts for high quality care

Engagement Group

The core group co-ordinating this programme of work come from both the public and voluntary/community sector:

- * Healthwatch
- * Age UK
- * Commissioning Manager
- * Professional Engagement and Consultation Staff from both Southwark Council and Southwark CCG

Initial Programme of Engagement

Early engagement – Summer 2018

- * targeted audience was small but involved those with experience of nursing care.

Activities:

- * A series of workshops combining voluntary and community sector with residents and families
- * Meeting individual residents and families in nursing care home beds

Outcome:

A set of 'I Statements' held within the draft service specification

Second Stage

September to October 2019

Targeted audience older people who

- May be the future residents of nursing care home
- Are likely to know someone now or in the past who has been in a nursing care home

Talked with

- groups residents at their regular tenants meetings (Extracare and Sheltered Housing)
- Individuals in nursing care beds

Second Stage

- * Spoke to over 100 residents and collated their comments/views
- * Identified 15 themes/areas that these residents felt were key to 'good nursing care and what they would want'
- * Recruited interested residents interested in getting more involved
- * Southwark Pensioners Group and Cares Centre also circulated posters and information to enable a wider approach to finding individuals interested in the getting involved

Creating a Co-Design Group

- * 14 volunteers
- * Each member of the group has signed up to the terms of reference for the group and a confidentiality clause
- * Not all members have been able to attend all sessions but attendance has been good

The work for this group

- * Two workshops to discuss priority themes of their selection
 - looking at what good should look like now; and
 - their aspirations for the future
- * Visits and guided tour of two nursing care homes
Tower Bridge/Queens Oak both located in Southwark

Meeting the Potential Providers

- * One Planning Session for the group to decide how they wanted to meet the providers
- * They decided on an interview format:
 - They identified their themes
 - Agreed their questions with trigger questions if the provider didn't cover their areas of interest
 - Agreed who would lead on the different themes
 - The commissioners were there to observe and make notes not to take part
 - The chair was from Healthwatch and guided the panel keeping them on schedule and ensuring full coverage of questions
- * The group have completed their interviews and the notes are being analysed

Evaluation

- * The group will come together for one final session to talk about the interviews
- * Work through their observations and collectively add to:
 - The 'I Statements' within the service specification
 - And the Performance Framework for any measurable priorities that they identify

Feedback

The Commissioning Manager provides regular updates at the Nursing Care Programme Board about the group's findings so that they can be taken into account during negotiations with the bidders.

It is important that the nursing care co-design group can clearly see their contributions within the contract and understand the influence they have had in developing this.

Therefore a summary of their input into the contract will be tracked and reported back to them.