

SCHEDULE 5 – SERVICE SPECIFICATION FOR QUICK DISCHARGE FOR HOME SUPPORT FOR ADULTS [2024]

1. Introduction

1.1. Birmingham City Council, Birmingham and Solihull Integrated Commissioning Board, Birmingham Community Health Care NHS Foundation Trust and University Hospitals Birmingham NHS Foundation Trust commissions the majority of Quick Discharge (from hospital) Services via a single provider (as appointed to the Flexible Contracting Arrangement For The Provision Of Quick Discharge And Quick Intervention Services For Home Support For Adults [2024]). In the exceptional event that this single contracted Quick Discharge Service provider is unable to meet demand, Birmingham City Council and Birmingham and Solihull Integrated Commissioning Board will tender individual Quick Discharge Service care packages via 'The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults – FCA Terms and Conditions [2024]' as part of what is referred to as the 'Quick Discharge Service Plus' arrangements.

1.2 This schedule sets out the Service Specification relating to the provision of Quick Discharge Services for Home Support for Adults for Birmingham City Council and Birmingham and Solihull Integrated Commissioning Board, Birmingham Community Health Care NHS Foundation Trust and University Hospitals Birmingham NHS Foundation Trust ("the Commissioners"). It describes the service aims, outcomes and standards the Commissioners expect from any service provider entering into an agreement with the Commissioners to deliver a Quick Discharge Service care package. This schedule and the delivery of this service is aligned to the 'Flexible Contracting Arrangement For The Provision Of Quick Discharge And Quick Intervention Services For Home Support For Adults [2024]'.

1.3 This Service Specification should be read in conjunction with the Flexible Contracting Arrangement terms and conditions and the applicable Individual Service Agreement and Support Plan.

1.4 This Service Specification should also be read in conjunction with Schedule 2 (Service Specification for Home Support for Children and Young People with Disabilities and Adults [2024]).

1.5 The Commissioners will expect the Service to be delivered in accordance with Schedule 2 with the additional requirements as set out as follows.

2. Service Description for Quick Discharge Service

2.1 In the event that The Provider enters into an individual service agreement to provide a Quick Discharge Home Support package they will need to be able to put arrangements into place to ensure that:

- Home Support is provided to the Service User being discharged home from hospital until the ongoing care and support needs can be fully assessed and appropriate service commissioned. This is expected to be within 10 days, however this will be determined and the sole discretion of the Commissioners.
- A smooth transition is provided for the service user onto whichever Service follows (if any).
- It is, in effect, providing an interim, flexible Home Support Service which is aligned to individual care needs, which may include individual rehab goals and plans.

3. Service Description for Quick Intervention Service

3.1 The Provider will need to be able to put arrangements into place to ensure that there is:

- Citywide bridging Home Support to cover Service Users identified for an emergency intervention by the Commissioners until the ongoing care and support can be picked up by another Home Support Provider or another service as determined by the Commissioners
- The Provider will be expected to ensure a smooth transition onto whichever Service follows (if any).

- The Provider is, in effect, providing an interim, emergency response, flexible Home Support Service.
- The Service will sometimes be described as a 'Night Sitting Service' and further to risk assessment by the Commissioners additional carers will be requested as appropriate. For citizens leaving hospital, this may include 72 hours of care and support on a short term basis to facilitate discharge. Where this is provided, all hours of care will be at the standard QDS fee (apportioned in line with Schedule 14 [fee structure]) plus the QDS premium.

4. Timescales for Quick Discharge Service

4.1 The timescales to be adhered to by the Provider are as follows:

- Individual care packages shall be referred via the Commissioners in an agreed format (which may be the subject of change from time to time). These are known as 'referrals'.
- The Provider must agree to deliver the service and meet the individual care needs and/or rehab goal plans described in the referral, within 4 hours of the referral being issued to the Provider.
- If the above conditions are satisfied then the Quick Discharge Service fee rates as published by the Commissioners shall be applied to the referral.
- The Provider is expected to support the ongoing reduction in demand for this Service through the provision of timely and accurate information, including when requested a professional opinion on the appropriateness and need for current care and support.
- Commissioners expect the Quick Discharge Service to be provided for around 10 days, however the Quick Discharge Rate shall be applied for up to 6 weeks or until the care package is ended or converted to a long-term agreement if this happens sooner.
- The Services will be provided 24/7 as required and specified with individual care plans. This includes weekend and bank holidays although it is expected that the majority of care and support required will be between the hours of 6.00 am and 10.00 pm.

5. Timescales for Quick Intervention Service

5.1 The timescales to be adhered to by the Provider are as follows:

- Home Support cover to be provided within a maximum of one hours' notice.
- The Service will be dependent on need and will be for a set time over night as required but may also weekends and bank holidays).
- Cover will be every evening and for day time hours will include weekend and bank holidays although it is expected that the majority of care and support required will be between the hours of 4.15 pm and 7.00 am.
- Adults out of hours service is contactable by phone on the following public number 0121 675 4806. Operating Hours are 17:15 hrs to 08:45 hrs Monday to Thursday and 16:45 hrs to 08:45 Friday to Monday.

6. Service Flexibility

6.1 No packages of care/referrals can be declined unless agreed with Commissioners.

6.2 For the Quick Discharge Service, the first Home Support call is to be delivered within 2 hours of the requested time. If the first call is delivered outside of this timeframe this must have been notified to and agreed with the Commissioners.

6.3 Where the first Home Support call is not delivered in accordance with paragraph 6.2 of this Schedule 5, the Provider must ensure that any follow on calls through-out that day are separated out in such a way that there is a reasonable period of time between each call.

6.4 If a Home Support call cannot be delivered at the time requested, the Service User must be advised that there will be a late call and must be advised if there are to be subsequent late calls. At all times, the Provider must give full regard to the needs and requirements of the Service User including any time-sensitive care and support such as medication calls.

7. Authority to proceed

7.1 Referrals are to be received only from Commissioners and the Provider will not be paid for referrals that come from any other source.

7.2 The Provider will not commence the Service unless they have received a notification (in a form to be agreed and changed from time to time) from Commissioners

7.3 Unscheduled discharges from hospital into the community may need to be picked up by the Provider but only if agreed by the Commissioners (this applies to the Quick Discharge Service only).

8. Variations (this applies to the Quick Discharge Service only).

8.1 Variations against referrals will be notified to the Commissioners using a process that has been agreed between the Commissioners and the Provider. That process can be changed within 7 days' notice at the sole discretion of the Commissioners.

9. Payment

9.1 Payment will be within the standard payment terms of the Council as set out in Schedule 9 (Finance, Invoicing and Payments).

9.2 At the commencement of the Flexible Contracting Arrangement the rate paid by the Council for 'new' QDS and QIS packages will be as advised by the Council in its published 'Fee Increase Summary'.

9.3 Annual price uplifts will be applied in line with Schedule 14 (Fee Structure).