

Provider Cluster Implementation Plan for Domiciliary Care Services to support Older People & Mental Health Services for Older People

Guidance for Potential Providers

Provider Name	
Provider Contact Name	
Provider contact Email Address	
Provider Contact Phone Number	
Date Completed	
Version	

1. Please select the Cluster that this implementation plan is in relation to.

Please note you are required to submit one Implementation Plan for each individual Cluster that you wish to deliver Older People & Mental Health Services for Older People services in

<u>Cardiff North</u>	<u>Cardiff East</u>	<u>Cardiff South East</u>	<u>Cardiff City & South</u>	<u>Cardiff South West</u>	<u>Cardiff West</u>

2. Please **outline the existing links you have** with third sector organisations, community health teams, social work teams and other providers of care and support within this specific cluster, which you wish to deliver services in from 3 months of becoming accredited to the DPS

Word Limit: 500 words , Arial, size 11

Response guidance:

Potential Providers are expected to list the existing links they already have with organisations within the cluster this implementation plan corresponds to

Please list the name of the organisation, the type of links or relationship you have in place with this organisation and how such links assists the Agency to support deliver care and meet individual objectives

3. Please **outline the links you intend to have** with third sector organisations, community health teams, social work teams and other providers of care and support within this specific cluster, which you wish to deliver services in from 3 months of becoming accredited to the DPS

Word Limit: 500 words, Arial, size 11

Response guidance:

Potential Providers are expected to list any services or organisations that they will aim to build links with throughout the first three months of delivery in this cluster. Please consider the below as a minimum:

- *The types of organisations Potential Providers would aim to link in with to support the overall delivery of care for individuals*
- *The names of organisations (if possible and known) and the type of support they will offer to the Agency and individuals receiving care*

4. Please outline the steps you will take to ensure those links are in place within this specific cluster, which you wish to deliver services in from 3 months of becoming accredited to the DPS

Word Limit: 500 words , Arial, size 11

Response guidance:

Potential Providers to detail the proposed steps the agency will take to assure these links are built and in place within three months of joining the DPS

- *Examples for this question could include:*
 - *Mapping of organisations and services within the Cluster and identification of priority services*
 - *Development of a proposal / plan for how organisations could work together and how this would benefit the individuals receiving care*
 - *Proposed meetings with the Organisations – may be virtual as required*
 - *Wider engagement events for Organisations in the cluster – may be virtual as required*
 - *Nominated Single point of contact responsible for the creation and maintenance of such links (e.g. the Care Co-ordinator)*
 - *How links will be reviewed regularly and action plans put in place where links may not be as successful as hoped (e.g. via regular partnership meetings)*

5. Please outline the steps that you will take to ensure your organisation has a care co-ordinator to support service delivery within this specific cluster, which you wish to deliver services in from 3 months of becoming accredited to the DPS (Please note that **one care co-ordinator** may support service delivery in up to a **maximum of 3 localities**)

Word Limit: 750 words , Arial, size 11

Response Guidance:

Potential Providers to outline the detail of the care co-ordinator and their responsibilities to ensure locality working in the new model. It is recommended the response covers the following:

- *Recruitment or identification of the Care Co-ordinator(s) and the proposed steps to get this role in place within the first three months of joining the DPS.*
- *Proposed number of clusters and weekly hours the care co-ordinator(s) will manage and oversee (please note, a care co-ordinator can manage a maximum of three clusters as per the specification)*
- *How, where possible, the Care Co-ordinator will ensure there is consistency of Care Workers for Care Delivery in this cluster*
- *The proposed responsibilities of the care co-ordinator taking the below definition into account:*

"an individual who is able to assist the Registered Manager of the service for the day to day provision of care within the cluster(s) the Provider works from. This individual will be responsible for ensuring care delivery is arranged appropriately within each cluster, ensuring a primary / dedicated team of carers delivers domiciliary care in dedicated clusters, and that these staff members understand and have knowledge of the other community offers and support available to individuals living in these areas. This individual will also be the single point of contact for other agencies to support with multi-agency meetings and approaches for individuals and will attend Managed Network Meetings."

6. Please outline the steps that you will take to ensure your organisation identifies appropriate premises from 6 months of becoming accredited to the DPS that will enable you to develop a strong presence in the cluster and build positive relationships with others operating in the local community / cluster. This may be a site where you can maintain a physical presence at specific / agreed times rather than a full-time office base (e.g. in a day service, extra care or sheltered housing scheme or well-being hub).

Word Limit: 750 words , Arial, size 11

Response Guidance:

Providers will need appropriate premises within each cluster that the Provider can operate from – this can include co-location with existing services such as in a day service, extra care or sheltered housing scheme or Locality Hubs (which will in place during the length of the DPS). It will be the role of potential providers to negotiate with the local provision.

For the avoidance of doubt, Providers are not required to have an office base in each cluster they operate from but must be able to demonstrate their physical presence in each locality

Potential Providers are recommended to detail the following:

- *If a premise/ potential location has been identified already, please outline the detail of this and the proposal for how service will have a physical presence at the identified location and the impact of the delivery of care (e.g. offer drop ins, use for recruitment events, host review meetings, family / network meetings, host a coffee morning etc.)*
- *If a premise is yet to be identified, please outline the steps the agency will take to identify and agree a suitable premise that will increase the agency's physical presence within the cluster of delivery*
- *This may include:*
 - o *Mapping of potential options*
 - o *Plan for approaching and achieving co-location or physical presence within the specified cluster*
 - o *Proposed timescale to achieve this (please note, this must be within the first 6 months of joining the DPS)*

7. Please outline the steps that you will take to ensure that your staff will develop and maintain a robust knowledge about the variety of community / 3rd sector services available within this specific cluster, which you wish to deliver services in from 3 months of becoming accredited to the DPS

Word Limit: 500 words , Arial, size 11

Response guidance:

Potential Providers are to outline how staff will develop and maintain knowledge about the offer for individuals in their local communities. This could include:

- *Care Co-ordinator's role and responsibility in maintaining partnerships and links with the organisations in the local area*
- *Regular partnership meetings or communication with linked organisations*
- *Training and/or updated communication for all Care Workers delivering in the cluster of any updates or notifications regarding the local community offer and how they can support individuals to access these*
- *Care Workers knowledge regarding referral processes to such organisations and their role within this*
- *Attendance at Cluster Network Meetings, to be facilitated by the Council Network Manager*

8. Please outline any additional information you wish to provide in relation to this specific cluster, which you wish to deliver services in from 3 months of becoming accredited to the DPS

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9. Please identify the number of individuals you currently deliver services to (inc. Self funders & DP Users) within each Cluster (if you do not currently support any individuals in a specific Area please enter '0')

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