

Adults, Children and Public Health Services



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Further details about all Cheshire East Council contracts can be found on the LiveWell website, including contact details and how to make referrals or access services:
www.cheshireeast.gov.uk/livewell/livewell.aspx

livewell
 Cheshire East

Cheshire East All Age Carers Hub

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Service overview

The service has been jointly commissioned by the Council and NHS Cheshire Clinical Commissioning Group and reports to the Health and Wellbeing Board. The service is delivered by N-Compass based in Congleton.

To increase the universal support to Carers within the borough, that enables carers to feel supported within their caring role, preventing carer breakdown and providing a break from caring. these support services are designed to help Carers continue in their caring role for as long as they choose and to reduce the impact the caring role can have on a carers own health and wellbeing.

Support mechanisms include; 1-2-1 support, information and advice, access to training and activities, specialist dementia support and 24 hour chat line for carer support.

Key contract details:

- Annual value of £750,000
- Contract term is 2 years with two possible 12 month extensions
- Contract start date 1st April 2018
- Targets all carers in Cheshire East
- N-Compass the main contracted provider
- Subcontractors are the Alzheimer's Society



Cheshire Advocacy Hub

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Service overview

Advocacy services work to help people say what they want, meet their rights and represent their interests. Cheshire Advocacy Hub provides statutory advocacy services to adults with health and social care needs living in Cheshire West and Chester and Cheshire East.

The service gives a single point of access to the Cheshire Advocacy Hub and provides advocacy for people qualifying for the following statutory advocacy interventions:

- Independent Mental Capacity Advocacy (IMCA) including Deprivation of Liberty Safeguards (DoLS)
- Independent Mental Health Advocacy (IMHA)
- Care Act Advocacy
- Relevant Person's Representative (RPR)

This also covers out of area clients for whom Cheshire East have a responsibility to support.

We are awaiting changes in national legislation and guidance in relation to Liberty Protection Safeguards (LPS) to enable the service to be recommissioned.

Key contract details:

- Annual value of £300,000
- Contract term is 3 years with one possible 12month extension
- Contract start date 1st June 2016
- Age UK Cheshire and Disability Positive are the main providers
- A Partnership Agreement in place with Cheshire West and Chester Council for this Contract
- Referrals for this contract are made by a health or social work professional



Integrated Sexual Health Services

Service overview

The Integrated Sexual Health service delivers statutory, open access contraception and testing and treatment for Sexually Transmitted Infections in various locations throughout the Borough.

The service also includes clinical outreach services and Health promotion in colleges and other venues which are provided by Body Positive under a subcontract with the Trust.

Also including provision for long acting reversible contraception services delivered by GPs, Emergency Hormonal Contraception delivered by pharmacies and chlamydia screening services for sexually active persons aged between 15 and 24.

They provide digital Sexual Health Services by SH24.

Two main hubs in Macclesfield and Crewe with weekly satellite clinics across Cheshire East.

Key contract details:

- Annual value of £2,500,000
- Contract term is 5 years with two possible 12 month extensions
- Contract Start date 1st October 2019
- Royal Liverpool NHS Trust is the main provider
- Contract is available to all sexually active persons present in the area

Short Break Services for Disabled Children

Service overview

To provide early intervention and preventative services to children, young people and their families within the borough in the form of short break services.

Short break services provide disabled children and young people with:

- Positive and safe things to do and places to go
- The opportunity to spend time with friends, to develop personally and socially and reduce isolation
- The chance to undertake new activities and have new experiences

These short break services can take place in a community setting, the child's own home, the home of an approved carer or in a residential setting.

They provide parents and families of disabled children and young people with a necessary and valuable break from their caring responsibilities.

Key contract details:

- Annual value of £229,700
- Contract term is 3 years with 2 possible 12 month extensions
- Contract start date 1st June 2021

There are 9 providers:

- Caudwell Children
- Central Cheshire Buddy Scheme
- Cheshire Carers Centre
- Disability Positive
- Everybody Sport & Recreation
- Friends for Leisure
- Ruby's Fund
- Space4Autism
- UA Cheshire Trampoline Park

Dynamic Purchasing System for Agreement for the Supply of Complex Care Provision

Service overview

Through this contract the Council works with Providers to establish a range of services to support the following service users:

- Those with a range of moderate to severe learning disabilities, mental health needs and physical disabilities
- Those who have been in inpatient care for a long time; having not been discharged when NHS campuses or long-stay hospitals were closed
- Those who display self-injurious or aggressive behaviour often due to a severe Learning Disability
- Those who display behaviours which may put themselves or others at risk
- Those who display behaviours which may lead to contact with the criminal justice system

Services provided under this contract will allow service users to live as independently as possible and to achieve and maintain their desired potential in relation to their physical, intellectual, emotional, and social capacity, with the aim of assisting each individual service user to develop their potential and organise systems to promote a pathway leading to reduced dependence and greater independence.

Key contract details:

- Annual Value of £74,000,000
- Contract term is 3 years with two possible
- 12 month extensions. Contract extended up to 30 November 2023
- Contract start date 1st December 2018
- 117 providers currently signed up to the contract

- The services are provided to individuals aged 16 years and older who have eligible needs under the Care Act 2014, Continuing Healthcare, Section 117 aftercare or be in receipt of or eligible for an integrated health and social care package of support
- Services are also considered for individuals at risk of admission to secure settings

Whole Family Domestic Abuse Service

Service overview

An all-age countywide service for children, young people, adults and their families affected by domestic abuse. The service model places significant emphasis on the integration of collaborative partnerships with the Council's Domestic Abuse Service, High Risk Independent Domestic Violence Advocacy (IDVA) Service and partner agencies. A single, clear point of contact (Hub) enables a coordinated approach, which supports (i) safer and stronger communities, (ii) allowing residents to live free from abuse and its effects and (iii) a positive impact on the safety, health and wellbeing of adults, children, and communities.

My Cheshire Without Abuse (CWA) offers a range of support and opportunities to reflect service user's capacity and desire for change, at direct points in their journey and at different levels. This involves, supporting with practical issues such as housing, legal aid and financial difficulties, providing safe crisis accommodation, counselling and specialist children's support programmes, drop-in and legal clinics and a range of support groups and recovery programmes.

Key contract details:

- Annual value of £600,000
- Contract Term is 3 Years with 2 possible 12-month extensions
- Contract start date 1st April 2019
- Cheshire without Abuse is the main provider
- Available across the whole of Cheshire East to people of all ages, gender, sexuality, and other protected characteristics
- Offices in Macclesfield and Crewe



Children's Independent Visitors and Advocates:

Service overview

To provide all cared for children and young people with advocates/independent visitors, if they choose to have one. Advocates will offer independent advice, representation, and support; in upholding children's rights to ensure there are effective pathways to hear their voices and resolve issues at the earliest stage.

The IV Service will befriend children and young people who are cared for and have little or no meaningful contact with their parents.

The aims of our commissioned service will be to:

- Obtain and represent the views and experience of children and young people in all relevant meetings
- Ensure the active participation of children and young people in all the meetings about them
- Develop practice so that the information from meetings is clear, child centred and easily understood by the children and young people
- Befriend the child with a well matched mentor
- Give advice and assistance in a way that promotes the child's rights, needs and development
- Encourage participation
- Support more child focused care plans
- Improve transition planning and support
- Ensure children and young people have a better understanding of processes and decision making forums.

Key contract details:

- Annual value is £91,600
- Contract term is 5 years
- Contract start date 1st October 2019
- To provide all cared for children and young people with advocates/independent visitors, if they choose to have one
- Current provider is the Children's Society.
- Specific Children and young people covered:
 - Disabled Children 0-18
 - UASC
 - Homeless young people 16-17
 - Children and Young People in receipt of care



Emotionally Healthy Children and Young People Services:

Service overview

The service offers support to all children and young people who may need advice or help in order to achieve emotional health and wellbeing.

The Service will be available across the whole of Cheshire East and will be available to all residents of Cheshire East and children and young people who access our schools, and their parents when appropriate. An essential element of the Service is supporting and protecting vulnerable children.

The commissioned Service in Cheshire East will be offering:

- Universal and targeted low level emotional health support across the authority footprint
- Support for universal services to empower them to recognise and respond to emotional harm or mental health concerns
- Systemic change within children and young people's universal services to improve emotional wellbeing for the 0-19 population
- Direct and indirect parent/carer support through targeted intervention and training for family support services, enabling parents to positively support their child's emotional development

Key contract details:

- Contract value for first 2 years is £640,000
- Contract value for final 2 years is £240,000
- Contract term is 2 years with two possible 12 month extensions
- Contract start date 1st April 2019

Providers include:

- Cheshire Wirral Partnership
- Just Drop in
- Vysion
- CLASP



Electronic Call Monitoring System

Service overview

This is a contract to provide a system which interfaces with the Care at Home Prime Providers existing electronic call monitoring system. The system will allow CEC to generate a range of reports to ensure that the providers are adhering to the set KPIs which are as follows:

- Punctuality
- Visits are to commence within 30 minutes of the commissioned start time
- Continuity of Care Workers for single and double handled visits
- Visit Duration
- Logging visits via ECM
- Rostering/Rota planning

Key contract details:

- Annual value is £60,000
- Contract term is 3 years with two possible 12 month extensions
- Contract start date April 2019
- CM2000 is the service provider
- The contract will enable the Council to manage the performance and quality of the service being delivered by Care at Home Prime Providers more efficiently, using live data

Care at Home Framework for Disabled Children and Young People

Service overview

The Care at Home Contract ensures that effective and responsive care and support in individual's homes is

delivered by externally commissioned, independent, Care Quality Commission registered care at home providers, who will assist children and young people within their own homes maintaining their independence as much as possible. This is done by providing care staff who care, have compassion, courage, good communication, commitment and competence that will work pro-actively with children, young people and their families to meet their needs and deliver real outcomes.

The framework contains three different service lines:

- Lot A: Personalised care and support delivered by children's nurses for children with complex health/clinical medical needs.
- Lot B: Personalised care and support delivered by highly skilled care workers
- Lot C: Personalised care and support delivered by support workers

Key contract details:

- Annual value – various depending on usage
- Contract start date 9th November 2018
- Contract term is 4 years with no possible extensions
- Disabled children, 0-18 years of age

Providers include:

- AMG Consultancy Services Ltd
- Bethany Walker Respite and Support
- Carers Trust 4 All
- Courtyard Care Ltd
- HG Care Services Ltd
- Jane Lewis Healthcare
- Promises of Care
- Raids Community Care Ltd
- Sugarman Health and Wellbeing Ltd

Carer Respite Community Based

Service overview

Community Respite is in place to provide support for carers and Service Users in their own home or in an appropriate environment away from home, this could be a community centre, learning centre or support to access to opportunities in the local community. Support can vary from a few hours a day to a whole day.

The service supports adults and older people with low level, non-complex care and support needs, adults with a Learning Disability, autism or challenging behaviours including Mental Health and Physical Disabilities residing in Cheshire East.

Key contract details:

- Annual value is £150,000.00
- Contract term is 4 years with no possible extensions
- Contract start date April 2019

Providers Include:

- Acacia Homecare
- 1st Enable
- Carers Trust 4 All
- Sage Care Ltd
- Evolving Care
- Ansar Projects
- Rossendale Trust
- The Wishing Well Project
- Liberty Support Services
- Fanco Ltd.



Domiciliary Care and Support for residents at 4 Extra Care Housing Schemes

Service overview

Provision of domiciliary care and support and 24/7 emergency response to residents in four extra care housing schemes; Oakmere, Willowmere, Heath View and Mill House.

To provide high quality care and support to residents in Extra Care Housing. To provide an alternative to residential care for older people who are still independent or can be independent with support.

This support and emergency response from this contract is provided by Radis Care Ltd

An additional scheme was on the list in Beechmere however due to the recent fire the scheme is under a contract review.

Key contract details:

- Annual value of £1,360,000.00
- Contract term is 3 years with two possible 12 month extensions
- Contract start date 1st August 2019

Contract is in place to support older people and residents of the following 4 Extra Care housing schemes:

- Willowmere
- Heath View
- Mill House
- Oakmere

Mediation and Disagreement Resolution

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Service overview

The Mediation, Disagreement & Resolution Service (MDRS) is a statutory provision for local authorities under the Children and Families Act 2014 - currently delivered by Together Trust.

The core objective to help parents or young people resolve disagreements about Education, Health and Care (EHC) needs assessments and plans. Parents and young people can use mediation before deciding whether to appeal to the SEND Tribunal about decisions of an assessment or the SEN element of an EHC plan.

The Service Offers access to independent and neutral mediators and advisers who are trained in:

- Mediation and disagreement resolution
- Communication
- SEN legislation and framework
- The role and responsibilities of Schools, Local Authorities, Clinical commissioning groups and other voluntary and statutory agencies



Key contract details:

- Annual value is £30,000
- Contract term is 3 years with two possible 12 month extensions
- Contract start date 1st April 2020
- The provider is Together Trust
- Provide a mentoring service for 16+ care leavers up to the age of 25, providing continuity of support to care leavers as they cease to be the statutory responsibility of the local authority.

Extra Care Housing

Service overview

The provision of 142 apartments in Cheshire East and 98 apartments Cheshire West within five Extra Care Housing Schemes.

The provider designed, built, and now manages these schemes which have communal facilities including; restaurants, hairdressers, gyms, library/IT suites and other rooms available for activities for residents and the local community.

Key contract details:

- Annual value is £4.5M
- Contract Term is 32 years until 2039
- Contract start date 10th October 2007

Contract is in place to provide apartments at a social rent for older people in Cheshire East and Cheshire West in five schemes.

In Cheshire East:

- Beechmere (destroyed by fire in 2019 but reinstatement planned)
- Oakmere
- Willowmere

In Cheshire West:

- Hazelmere
- Hollymere



Universal Information and Advice Service

Service overview

This contract provides an early intervention universal information and advice service to all residents of Cheshire East.

Local people receive the financial advice they need, leading to reduced demand for statutory services. Cheshire East Council wishes to help residents live independent lives, be self-reliant and take personal responsibility for their quality of life. Cheshire East recognises that customers are regularly presenting with complex needs spanning multiple issues, therefore the Information and Advice Service should ensure that residents have access to a clear single pathway to ensure that their needs are assessed appropriately.

The service must support the following outcomes:

- Help residents receive the benefits they are entitled to including assistance for those requiring help with applications and appeals
- Improve the financial capability of individuals and help residents with debt management

Key contract details:

- Annual value is £277,000
- Contract term is 3 years with a possible 12 month extension.
- Contract start date 1st April 2019.
- The Service has 2 principal towns in Crewe and Macclesfield.
- The service has 9 outreach centres including; Alsager, Congleton, Handforth, Knutsford, Middlewich, Nantwich, Poynton, Sandbach and Wilmslow,
- The main provider is Cheshire East Citizens Advice Bureau.

Social Action Partnership

Service overview

Social Action is about people coming together to help improve the life outcomes of local people, by identifying and solving problems or issues that are important to them. Some kinds of social action happen naturally. But some social action needs support to flourish.

As such, the overall aim of the service is to enhance social action in Cheshire East leading to greater and more effective social impact. An important aspect of this is ensuring that this work reduces pressure on demand for statutory services such as social care and health services.

This is achieved by delivery against four outcomes:

- better connected organisations/sectors (including social value and corporate social responsibility)
- improved relationships and partnerships across organisations (sectors)
- better connections between individuals and the VCFSE sector
- increased capacity and sustainability for the VCFSE sector (through effective connections, relationships and partnerships between organisations / sectors - Public Sector, VCFSE Sector, Business and Industry)

The Healthbox service is also included within this contract and provides staffing resources for 2 x Community Development Officers to implement the Connected Communities Strategy and 1 x Community Connector to create a sustainable and easily navigable link between health, social care and third (VCF) sector services.

- Annual value of £108,000.00
- Contract start date 15th November 2020

The Healthbox service is also included within this contract and provides staffing resources for 2 x Community Development Officers to implement the Connected Communities Strategy and 1 x Community Connector to create a sustainable and easily navigable link between health, social care and third (VCF) sector services.

- Annual value of £108,000.00
- Contract start date 15th November 2020

Key contract details:

- Annual value is £257,000
- Contract term is 3 years with two possible 12-month extensions
- Contract start date 1st April 2020
- The provider for this contract is Pulse Regeneration
- The contract is there to support voluntary, community and faith sector organisations

One You – Integrated Lifestyle Service

Service overview

One You Cheshire East aims to improve people's long-term health by offering information, advice and support which equips individuals to achieve and maintain positive lifestyle change. Programmes offered include; falls prevention, weight management, smoking cessation, and physical activity.

Participants must meet eligibility criteria to be admitted to a programme e.g. a person must have a body mass index of 25 or above to take part in the weight management programme.

Over the longer term, the service aims to reduce demand on health and social care services. For instance, by reducing the number of people injured as a result of a fall.

- Annual value is £1,260,000
- Contract term is 3 years with two possible 12 month extensions
- Contract start date November 2019
- The provider is Reed Wellbeing
- www.oneyoucheshireeast.org



Assistive Technology

Service overview

The aim of the service is to ensure that individuals who can benefit from Assistive Technology are targeted with appropriate equipment and support, in order to:

- Enable them to feel safe and secure (as far as possible) in their own home and in the wider community.
- To use technology as an enabler to help them maintain their independence and health and wellbeing (including supporting the effectiveness of Reablement services).
- To support individuals without removing their autonomy or unduly compromising their privacy.
- Support private funders of Assistive Technology (and to reduce unnecessary involvement of the Council or Health

The service includes support from a response centre and a falls pick up service.

Assessment for the service is free. However, if the service is obtained privately a regular payment will be required to the organisation.

If technology is recommended as part of a social care needs assessment then the Council's Adult Social Care Charging Policy will apply. This will mean a flat rate charge is applied for the service. This does not depend on the amount of savings or income that an individual has.

Key contract details:

- Annual value is £1,170,000
- Contract term is 2 years with two possible 12 month extensions
- Contract start date December 2018
- Provider website: www.welbeing.org.uk

Care at Home Prime Provider and Framework Provider Contract

Service overview

The Care at Home Contract ensures that effective and responsive support in individual's homes is delivered by externally commissioned, independent, Care Quality Commission registered care at home providers, who will assist people in remaining in their own homes for longer and maintaining their independence.

This is done by providing care staff who encourage and support people to maintain and regain their confidence to do tasks for themselves, rather than having tasks done for them, which creates a reliance on carers and can result in people needing to access permanent residential care sooner than might otherwise be the case.

Framework Providers will not be guaranteed any work / hours but will be sent a request for Care should the Prime Providers not be in a position to pick up requests within a specific patch area.

Prime Providers will be contracted to deliver Care at Home Services for a specified named patch within the Cheshire East footprint.

Key contract details:

- Annual value of £6,001,892.00
- Contract term for prime provider contract is 3 years with two possible 12 month extensions
- Contract term for framework provider contract is 4 years with no option to extend
- Contract start date 13th August 2018
- There are 9 prime providers
- There are 39 framework providers
- These contracts are jointly commissioned with South and East CCGs



Hearing Service - Support for People with Hearing Impairments

Service overview

Hearing Service for Adults and Children, including assessments, providing technical equipment and specialist practical help, advice and support. An integrated provision for Adults and Children - hosting a wide range of support and services for deaf, deafened, and hard of hearing people in Cheshire and the surrounding area.

The service is available for adults, children and young people with sensory impairments across Cheshire East to include those who are:

- D/deaf
- Have an acquired hearing loss
- Deafblind – sometimes known as a dual sensory loss – people with a significant combination of hearing and sight loss

Key contract details:

- Annual value is £81,950.00
- Contract term is 2 years with two possible 12 month extensions
- Contract start date 1st December 2018
- The contract is provided by the Deafness Support Network (DSN)

Accommodation with Care

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Service overview

A Contract with providers to provide Accommodation with Care for Adults and Older People from Cheshire East. This can be based within the Borough and Out of Borough.

A Dynamic Purchasing System for a full range of registered residential support. Providers will provide high quality, safe and personalised accommodation with care that promotes choice, dignity, control and quality of life for all Residents and provide modernised care and support services that deliver value for money.

These Service Types fall into key areas; Residential, Nursing, Dementia, Learning Disabilities and Mental Health, Physical Disabilities, Continuing Health Care

Key contract details:

- Annual value is £55,390,000
- Contract term is 4 years with no extensions
- Contract start date 8th October 2018
- There is 90+ providers covering the borough who provide the service as part of this contract
- This contract is in place to support any resident within Cheshire East who is in need of cared for accommodation



Healthwatch Cheshire East including Independent Health Complaints Advocacy Service

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Service overview

Local Healthwatch is a statutory independent service and they work with local people and organisations as well as service providers, so that people living in Cheshire East get the best possible health and social care services.

The primary purpose of the Healthwatch service is to act as an independent champion and voice for residents in order to help monitor and shape local health and social care services. This is achieved by actively gathering the opinions and experiences of local people in using these services and producing valuable and timely feedback for the NHS and local authority service commissioners. The information can then be used to influence the delivery and design of local health and social care services.

Enter and Views - Healthwatch Cheshire volunteers visit service providers such as Hospitals/Care Homes and GP Practices within local area to gather and understanding of the

experience of individuals, their family/carers and staff.

The purpose of the Independent Complaints Advocacy Service (ICAS) is to provide support to individuals to access information and independent advocacy if they need help to complain about NHS services.

The service supports residents with a complaint or grievance related to any aspect of healthcare as described in the Health and Social Care Act 2012. Including that which falls under the jurisdiction of the Health Service Ombudsman, such as complaints about poor treatment or service provided through the NHS in England.

Key contract details:

- Annual value is £168,000
- Extended until 31st March 2022
- Contract start date 1st April 2017
- Contract for Services held by Cheshire West and Chester Council (CWAC).
- A Partnership Agreement is in place with CWAC
- The provider for this contract is Healthwatch Cheshire CIC
- Contract is in place to support all residents of Cheshire East

Learning Disability Respite Service

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Service overview

The provision of accommodation based with a learning disability / autism who may display behaviour that challenges, including those with mental health condition. This service element is one part of a new Adult Respite Support model that focuses on providing modern and flexible respite support.

The provision of accommodation-based respite support, within the Cheshire East area. The service will provide accommodation and support for adults (and children 16+ in transition to adulthood) with a learning disability and/or autism, who may display behaviour that challenges, including those with a mental health condition or physical disability.

Key contract details:

- Annual value is £168,000
- Contract start date 1st December 2018
- Contract term is 3 years with two 12 month extensions. Contract extended until 30/11/23
- The provider for this contract is 1st Enable

This contract aims to support residents with (a) Learning Disability / Autism 18+ (and children 16+ in transition



Handy Person Service

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Service overview

Provide low level building related support around the homes of vulnerable older people, through minor adaptations.

Referrals are made into the service by health or social care professionals for clients who have an eligible social care or health need and where this is critical to regain or maintain a person's independence.

Examples of work done:

Grab rails, toilet frames, stair rails, handrails to steps, step alterations, shower seats or other tasks of a minor nature identified by health or social care.

Allowing a people to stay in their own homes and remain as active and independent as possible. Support initiatives that reduce unnecessary hospital and care admissions, facilitate timely transfer of care from hospital to home, prevent more costly future repairs, reduce.

Key contract details:

- Annual value of £174,000
- Contract term is 5 years with one possible 12 month extension
- Contract start date 30th April 2015
- This contract is provided by ORBITAS

This contract is in place to support older people over the age of 60, have a physical or sensory disability or have a learning disability, unable to take care of themselves or protect themselves from significant harm or exploitation or have a life limiting illness

Children's Residential Homes

Service overview

This Contract provides care and support to the cared for children and young people within residential homes. Supporting Cheshire East Council with its continuing journey to improving outcomes for our cared for children and young people.

The homes must provide accommodation, care and support for 365 days of the year, 24 hours a day. The homes are spread across the borough and will have a range of young people in residence with an individual needs and behaviours. The service must have a strong ethos, culture and high expectations regarding education, training and employment working positively with the young people to access opportunities that support them to develop in all areas.

Key contract details:

- Annual value is £1,100,000
- Contract term is 5 years with two possible 12 month extensions
- Contract start date December 2019
- The provider is Safe Places

The contract is to support cared for children and young people within residential homes



Provision of Mental Health Floating Support Services

Service overview

This Mental Health Floating Support Service focuses on early intervention and prevention, supporting the development of innovative solutions to best meet the needs of people with mental health support needs.

The principal focus is creating greater links with Care Communities and improved integration with health and Mental Health Reablement, with a robust pathway will be created to ensure health and social care professionals are able to refer into the service and a clear pathway out will be established to community services.

The service aims to aiming top:

- Improve the health and wellbeing of individuals and with mental health support needs
- Promote people's independence (and life skills) and prevent the escalation of needs thereby reducing demand on social care and health services

Key contract details:

- Annual value is £120,000
- Contract term is 2 years with two 12 month extensions
Contract extended until 30/11/23
- Contract start date 1st December 2019
- The service is currently delivered by Making Space.

This contract aims to support residents with mental health conditions aged



Crewe Nurseries

Service overview

To provide excellent quality nursery provision in Crewe, that will increase the availability of support to vulnerable families and children.

The services have been commissioned to provide the best start in life for children by supporting good quality early years education and care this should have a lasting impact on education, social and behavioural outcomes.

The Supplier will work in partnership with the Council to achieve at least 75% take up of the free entitlement for eligible 2 year olds, but must be able to provide placements to cover the universal entitlement for 3 and 4 year old. This includes the extended entitlements for 3 and 4 year olds of working parents, providing a further funded 15 hour a week/38 weeks of the year. This is in addition to the universal 15 hours entitlement for all 3 and 4 year olds.



Key contract details:

- Contract value is a payment that is based on places taken and funded via the DFE
- Contract term is 5 years
- Contract start date 1st April 2018
- Contract is to support ages 0-5 years

The providers of this contract are:

- Alexandra Academy – Monk Coppenhall
- Reach for the Stars – The Brooks
- Reach for the Stars – Oak Tree



Styal Prison

Service overview

To provide social care services to vulnerable women in Styal Prison. The provider is contracted by health who then invoice Cheshire East for the care provided.

This is done alongside with the operational Wilmslow team and health to ensure that all prisoners' needs are met and to maintain dignity and respect. The focus is on a caring approach which focusses on recovery and rehabilitation.

Key contract details:

- Contract term is 5 years
- Contract start date 22nd February 2016 with one possible 12 month extension
- The provider for this contract is Spectrum Community Health
- The hourly rate for this service is fixed at £14.00 per hour

The Bed Based Carer Respite service is designed to enable carers and the cared for person to be able to plan ahead and beds can be booked up to 12 months in advance enabling carers to plan holidays and breaks. The Emergency Respite Beds cannot be booked and can only be accessed by the Brokerage Team in an emergency situation or out of hours by the Emergency Duty Team.

The beds are available in a number of different homes across the borough, covering a wide geographical area, in order to try where possible, to limit the distance that carers and service users are required to travel to access this support. One of the beds is located just outside the Cheshire East boundary in Kidsgrove, however, this is still closer for many Cheshire East residents to travel to, than other parts of the borough. There are a total of 11 beds available (including the two emergency beds).

Bed Based Carer Respite

Service overview

Bed Based Carer Respite is in place in order to enable carers to take a break from their caring role following an assessment of their needs. The bed-based provision is available to ensure that carers are assured that the service user is being appropriately and safely supported in a suitable environment.

A range of different bed types are available which include: Residential, Residential Dementia, Nursing, Nursing Dementia, Physical Disability, as well as 2 Emergency Beds, (Residential Dementia and Nursing) which are designed to support the service user in an emergency situation where the carer is unable to continue in their caring role. This could be due to the carer becoming ill/being admitted to hospital.

Key contract details:

- Annual value is £353,000
- Contract term is 3 years with two possible 12 month extensions
- Contract start date 1st December 2018

Carer Respite beds are located in the following care homes:

- Newton Court, Middlewich
- Maple Tree Court, Kidsgrove
- Bucklow Manor, Knutsford
- Corbrook Park, Audlem
- Astbury Mere, Congleton
- Hazelmere House, Wilmslow

Direct Payment Support Service

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Service overview

The service will provide Independent Living Advice and support to adults wishing to receive a personalised budget through a direct payment, in order that they can purchase services to meet their own care and support needs. Also, to provide information, advice and guidance to self-funders.

Offering a designated Independent Living Advisor, who will support personal progress and welfare, including self-funders:

- Listening to individual requirements (e.g. visiting clients outside work hours)
- Personalising communication methods to suit the individual (e.g. British Sign Language, pictures)
- Undertaking regular reviews
- Facilitating peer, informal or circles of support
- Assisting with financial costings/budgeting
- Supporting positive risk management
- Support with staff management
- Supporting with recruitment of PA's, ongoing technical/specialist advice (e.g. employment law questions /queries/disputes/paperwork)
- Signposting to community-based services, third-party managed account/payroll providers, money mentoring service, or other funding sources (e.g. charitable grants)
- Liaising/Negotiating with care providers
- Assisting with audit preparation
- Encouraging use of innovative alternatives to 'traditional' services
- Supporting with contingency planning
- Holding regular surgeries, promotional events and presenting to key stakeholders to ensure that the service is effectively promoted.
- Monitoring wider community impact, equality and diversity data, demographic details and referral sources to inform targeted promotion.

Key contact details:

- Annual value is £120,000
- The contract term is 2 years with one possible 12 month extension
- Contract start date 1st October 2019
- The provider of the new contract is PeoplePlus
- This contract is aimed at supporting adults and carers aged 18+ who are in receipt of a Direct Payment (DP) from the Council



Housing Related Support and Accommodation (16 & 17 year olds) for Care Leavers, Cared for Children, and unaccompanied Asylum Seeking Children

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Service overview

Housing Related Support and Accommodation (16 & 17 year olds) for Care Leavers, Cared for Children, and unaccompanied Asylum Seeking Children.

The provision of short-term accommodation based support and other support services for 16 to 17-year old's will;

- Support each young person to be tenancy ready
- Support each young person in achieving greater independence
- Support each young person to access and retain appropriate accommodation
- Support each young person in building and maintaining good health and wellbeing

As defined in the geographical footprint of the service, accommodation and support is split into north and south areas of Cheshire East.

Key contract details:

- Annual value of £492,000
- Contract term is 3 years with two possible 12 month extensions
- Contract start date 2nd January 2021

The providers of this contract are:

- North: People, Potential Possibilities
- South: Crewe YMCA



Rapid Response

Service overview

Rapid Response assists in a prompt discharge home from hospital for Service Users who are medically fit and assists in reducing the pressures on hospitals.

The Rapid Response Care at Home contract is in place to alleviate winter pressures, supporting the discharge of patients who are medically fit from hospital to home. Rapid Response will also prevent the admission into hospital of service users via a multi-disciplinary wrap around service in addition to supporting service users coming through community-based provision.

Key contract details:

- Annual value is £676,700
- Contract term is 1 year
- Contract start date December 2020

The Providers for this contract are:

- Evolving Care
- Connected Health Care Plus
- Extra Mile

Infection Prevention and Control Service

Service overview

The Infection, Prevention and Control (IPC) service provides specialist advice on the prevention and control of infection to the general public (residents, patients, carers, and others) and to non-acute providers of health and social care services across Cheshire East.

The service has 2 fundamental objectives around the IPC and TB nursing delivery:

Primary Prevention

To reduce the burden of infectious disease within the population of Cheshire East (and particularly target population groups) through a variety of actions focused on prevention. This includes in relation to TB, Health Care Associated Infections (HCAI) and other communicable diseases.

Secondary Prevention

To support stakeholders within the community to respond promptly to disease outbreaks, thereby reducing the impact they have on individuals within that setting and the wider community. This includes supporting the activities of the PHE Health Protection services.

Services are available to:

- GP Practices
- Care Providers (including Nursing and Residential Care Homes, Domiciliary Care)
- Dental Practices
- Early Years Providers (including nurseries),
- Schools (particularly SEND schools -special education needs and disability)
- Tattooists/piercers

Offering: Preventative outreach, provider support and specialist TB nursing to residents.

Key contract details:

- Annual value of £156,000
£50,000 PA - TB Nursing
£106,000 PA - IPC
- Contract term is 5 years with two possible 12 month extensions
- Contract start date 1st April 2020
- Cheshire Wirral Partnership is the main provider
- Venues in Macclesfield and Leighton Hospital. The team also conduct site visits

Mentoring for Care Leavers

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Service overview

Providing a mentoring service for 16+ care leavers up to the age of 25, providing continuity of support to care leavers as they cease to be the statutory responsibility of the local authority.

The primary purpose of this mentoring service is to provide bespoke practical and emotional support to young people including:

- Access to weekly support
- Registering at local GP and dentist
- Applying for, or support to sustain education, employment and training
- Practical support to access leisure activities and services, or volunteering in the community to improve physical and mental health
- Support to access activities and groups in the local community
- Support with emotional wellbeing and mental health
- Support to maintain tenancies and 'make a house a home'
- Building skills, confidence and resilience to support independent living
- Developing confidence and skills as a parent
- Advocacy support for the young person at formal meetings as required
- Other practical support with day to day activities

As part of this provision, CE young people also have access to the Psychological Wellbeing and Trauma Counselling Service, which provides specialist support to young people with complex presentations.

Key contract details:

- Annual value of £60,000
- Contract term is 3 years
- Contract start date 1st August 2019
- The provider is Pure Insights
- Head Office: Stockport – with local and regional mentors



0-19 Plus Service – Healthy Child Programme

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Service overview

Wirral Community Trust deliver the Cheshire East 0-19 Plus - Healthy Child Programme across Cheshire East. It provides key services to families, children and young people. The service is delivered across Cheshire East with the team operating a locality-based offer.

- Early Years and Health Visiting services for 0-5 years
- Working in partnership with Children's Centres to deliver the Parenting Journey and Healthy Child Programme
- School Nursing service for ages 5-19 (or up to 24 for SEND)
- Central Contact Centre – Offering one point of contact for health advice and support for families and professionals and CYP aged 0-19 plus via telephone, chat health and web information
- Specialist Mental Health and SEND workers to support and advise staff
- Targeted, intensive Early Years support for vulnerable Parents via the Family Nurse Partnership
- Breastfeeding support via Cherubs service
- Safeguarding Team
- Outreach service operating in Children Centres, community venues, educational settings, health settings and home visits

These services will ensure that children and young people receive the very best start in life and beyond and have access to the highest quality universal healthcare when required.

Key contract details:

- Annual value of £5,500,000
- Contract term is 5 years with two possible 12 month extensions
- Contract start date 1st October 2020

Providers Include:

- Wirral Community Trust is the main provider
- Contracted services are available to young people aged 0-19 (up to 24) residing in Cheshire East

Integrated Substance Misuse Service:

Service Overview

The Substance Misuse Service delivers a number of recovery orientated, integrated, community substance misuse services across Cheshire East to:

- Adults and young people with substance misuse issues (including alcohol)
- People who are homeless and living and working on the streets
- Offenders in prison and those serving community sentences
- Families and communities affected by crime, substance misuse and Anti-Social Behaviour and victims of Domestic Abuse

Specific services include:

- Needle exchange
- Outreach
- Rehabilitation & support
- Medication-assisted treatment
- One to one and group sessions
- Counselling
- Benefits and housing advice
- Employment and Training advice
- Children and Young Persons Service
- Family Support
- Brief and structured interventions



Key Contract Details:

- Annual value of £3,000,000
- Contract term is 3 years with two possible 12 month extensions
- Contract Start date 1st November 2018
- Change Grow Live (CGL) is the main provider
- CGL deliver the service in collaboration with Emerging Futures and Recovery Works
- Services are available to individuals of any age, gender, sexuality, race and religion who are residing in Cheshire East
- CGL have two main hubs in Crewe and Macclesfield
- CGL deliver outreach in other community, health, and outreach venues

Community Equipment

Service overview

The Community Equipment Service is run as a partnership between Cheshire East Council, Cheshire West and Chester Council and Cheshire CCG. The service provides a range of items to assist people with daily living including walking aids, toilet frames and profiling beds, as well as a repair, maintenance and collection service. Particular emphasis is on reuse of equipment to reduce the environmental impacts of provision.

The service is provided from depots in Winsford and Ellesmere Port. However, there are also click and collect points for equipment available throughout the Borough.

Additionally, members of the public also have the option of privately obtaining equipment via a retailer based within the local area. See the equipment pages on Live Well for further information <https://livewellservices>.

Key contract details:

- Annual value is £3.3M
- Contract term is 4 years with two possible 12 month extensions
- Contract start date 1st April 2021
- The provider for this contract is Ross Care

Volunteer Family Support Service

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Service overview

The Volunteer Family Support Service is for families that need additional support through early intervention and prevention.

The family support volunteering service offers local support and help to families with children who need practical and emotional support, to better manage their families post lockdown, to promote safety, stability, and independence.

To do this, (including who are trained directly with who benefit support.

Key

The service Central and South.

Lot 1 North: Macclesfield, Knutsford, Wilmslow and Poynton

Lot 2 Central: Sandbach, Middlewich, Alsager, Congleton and Holmes Chapel

Lot 3 South: Crewe and Nantwich

Key contract details:

- Awarded Value is £239,100
- Contract Term is 2 years
- Contract Start Date 1st October 2021
- The provider for this contract is Ruby's Fund

