

# Public Document Pack

## Officer Decisions

Friday, 9th April, 2021

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### AGENDA

1. **Telecare Services**  
**RDP Delgated Powers - Telecare Services** **2 - 4**

Date Published: 9<sup>th</sup> April 2021  
Denise Park, Chief Executive

## RECORD OF DECISION TAKEN UNDER DELEGATED POWERS OUTLINED IN THE CONSTITUTION – Part 3 Section 16



**DELEGATED  
OFFICER DECISION  
TAKEN BY:  
PORTFOLIO  
AREA:**

**Director of Adults & Prevention (DASS),  
Adults, Communities and Prevention**

Adult Services and Prevention

**SUBJECT: Telecare Services**

### 1. DECISION

- a) To direct award the **Telecare Contract** following a procurement exercise via Consortium Procurement *whereby* Tunstall were identified as the best solution and met all requirements identified within the specification.

### 2. REASON FOR DECISION

Blackburn with Darwen's current telecare contract has expired; there is an account waiver in place to ensure business continuity. The most effective mechanism to efficiently procure telecare and telehealth services is via an existing accredited framework. This route affords a well-established method of procurement which is an EU compliant route to market, enabling the council to purchase and install the most up to date and relevant products with assurance that all codes of practice are met to a high standard.

Having reviewed the offer from three procurement frameworks, it has been established that the Consortium Procurement framework can offer a direct call off on each one of the lots required; meaning Blackburn with Darwen could commission the same supplier for all lots.

Given that Tunstall are our current telecare provider, business continuity would be maintained should they be commissioned via a direct award to upgrade existing customers. The equipment provided via Tunstall will continue to be compatible with current services.

To have one supplier will afford cost savings, providing both telecare monitoring and the servicing/maintenance of the telecare technology. Tunstall have demonstrated reliability as a supplier manufacturing UK products with no interruption to the supply chain. There has been consistency of service, product, and price in buying in larger quantities with competitive discount.

Risks regarding technical interoperability or interchangeability of equipment are eliminated as Tunstall manufacture equipment compatible with the current platform which will ensure a seamless transition from analogue to digital platforms.

The Tunstall alarm response centre allows Blackburn with Darwen telecare workforce direct access to data within their PNC8 platform. This data is analysed and informs service provision and commissioning. To date the quality of service has been considered excellent and individuals report satisfaction with the service.

### 3. BACKGROUND

In order to support people to remain in their homes, increase independence, reduce the number of people needing ongoing social care support, and reduce the numbers of emergency and unplanned hospital admissions.

Telecare services can involve automatic and remote monitoring to manage the risks associated with independent living or equipment which stands alone from a monitoring service. Examples include sensors that can detect movement, falls, bed occupancy, medication dispensers and alarm/falls pendants.

The key social care and health benefits are:

- Encourages self-care: More self-reliance which leads to increased movement and independence
- Keeping residents mobile: More physical activity; increased confidence will lead to movement which will strengthen core resilience
- Early warning if a fall has taken place thereby reducing the amount of time individuals are at risk
- Intelligence gathering enabling trends to be established
- Service users do not need to be self-alerting; detector will be monitored, trip into system and pick up service if necessary, all keeping admissions to a minimum
- Reduced unplanned admissions into hospital services
- Referrals into falls service to receive evidence-based interventions as outlined in NICE Falls Pathway when properly integrated into the local economy
- Medical prompts to help patients comply with medication regimes
- Onward referral into the Integrated Neighbourhood Teams so a holistic assessment and ability to access further services is considered.

Funding arrangements for each of the decisions are;

Decision 1a. Monies are funded from the Better Care Fund, Public Health and the Adult Social Care commissioning budget.

Annual costs for each of the decisions are;

#### Decision 1a.

Lot 1 Product Catalogue £100,000 (average over 3 years)  
Lot 2 Install, maintenance and repair £45,000 (average over 3 years)  
Lot 3 Call Monitoring £75'000 (average over 3 years)

#### 4. KEY ISSUES AND RISKS

Blackburn with Darwen would not have a provider to continuing to provide this vital service to the residents of the Borough.

#### 5. OPTIONS CONSIDERED AND REJECTED

Given the total cost of the contract, commissioning exercises have been undertaken which have included consideration of a tendering exercise and approaches made to framework providers. This has now been completed.

A tendering exercise was rejected owing to the availability of a framework provider to meet requirements efficiently.

Lots have been accepted on the basis of being the most cost effective, efficient and compatible with current equipment.

Appendix 1: Comparison of lots from the framework provided by the Consortium.

Lot 1. There is very little difference in product price compared from a sample of providers. Tunstall have the wider product range that meets the needs of the boroughs citizens.

Lot 2. Installation is based on price per installation with no limit on number of peripherals installed which gives good value as opposed to full day or half day rates offered by competitors.

Lot 3. Monitoring see Tunstall as very competitive on call centre monitoring charges per customer per week as the attached tariff of charges shows.

#### 6. DECLARATION OF INTEREST

All Declarations of Interest of the officer with delegation and the any Member who has been consulted, and note of any dispensation granted should be recorded below:

**VERSION:** 1

<b>CONTACT OFFICER:</b>	<b>Brendan Gray</b>
<b>DATE:</b>	<b>26/03/2021</b>
<b>BACKGROUND DOCUMENTS:</b>	Service Specification

Signed: SAYYED OSMAN

**Director**



**Date:**

**29 March 2021**