

Contract title:	Provision of Care for Older People at Northlands House Provision of a Care Home with nursing for residents over the age of 65 with dementia and a day care centre at Oak Lodge
Contract Number:	EC09/01/0989 EC09/01/1101
Service Provider(s):	BUPA Care Homes (CFCHomes) Limited
Commissioning Organisation:	Southampton City Council
Contract start date:	Northlands House 24/06/2005 Oak Lodge 08/02/2010
Current contract end date:	Northlands House 23/06/2030 Oak Lodge 08/02/2035
Maximum contract end date:	Northlands House 23/06/2030 Oak Lodge 08/02/2035
Current financial year value £:	£5,540,397 combined, including Funded Nursing Care (FNC) payments

Service Summary

The two contracts were commissioned as part of long-term arrangements under what are effectively Private Finance Initiatives. With both arrangements, the Council provided the land, BUPA built the nursing homes at their cost, and a long-term arrangement for providing care was established. This guarantees access to a specified volume of nursing care beds each week at a set price – 60 bed spaces at Northlands; 40 bed spaces at Oak Lodge. Both contracts contain provision for respite care. Both agreements last for 25 years, which secures a minimum level of supply in the local nursing care market. Since the contracts began, the complexity need level of individuals requiring nursing care has increased resulting in the contract not being reflective of current and future needs. This in turn meant that BUPA were less well placed to support individuals with higher needs. Since last reporting to the Committee, negotiations with the provider to reshape key elements of the contracts and re-establish both homes as prime routes for SCC to Southampton's nursing care market have been completed, resulting in a contract variation intended to make the contracts fit for the future and enable SCC to maximise the benefit from these 100 block contracted beds. There has also been an

improvement in the working relationship with BUPA which will support the full implementation of the new contract arrangements.

The new arrangements should reduce the need for out of area nursing placements which can be even more expensive and also enable people to remain living in Southampton close to family & friends.

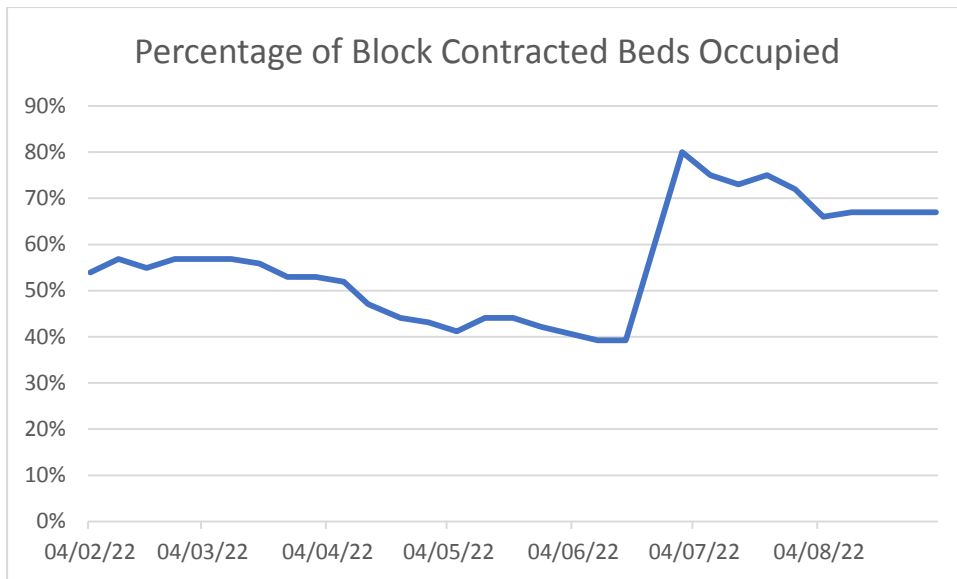
There is an associated Section 75 partnership agreement in place, through which Hampshire, Southampton, and Isle of Wight ICB pays SCC for the Funded Nursing Care (FNC) element of the service. Currently, the ICB is also utilising and funding 6 of the block-contracted beds as Discharge to Assess (D2A) beds (all at Oak Lodge).

Contract Performance

As part of the contract variation new contract monitoring measures have been put in place and will begin to be formally monitored from the next quarter (July – September). Some examples of the initial data that has been obtained are:

- Medication errors have remained very low, with no more than two errors per month in recent months.
- Unplanned admissions to hospitals have continued to follow a seasonal trend with the most recent month showing a rate of 4%
- Over the past year, 20 compliments have been received by the homes and 18 complaints. All of these complaints were resolved within the first stage of investigation. An analysis of the type of complaints is also being provided to commissioners so any themes can be identified.

Weekly data on usage of block contracted beds is being provided by BUPA so there is up to date information which can be used to make sure SCC is maximising the benefit from the beds. The table below shows the occupancy levels since early 2022. The significant increase between June and July shows when the new contract arrangements were implemented. There are likely to be some further changes to the data which will show a further increase in occupancy to around 80% currently.



Commissioners will continue to have close involvement with these contracts to ensure that the variations are fully implemented and the benefits realised.