

Timeline

2015

29 January
Launch Event at Bath Assembly Rooms

February - November
Over 80 separate engagement events

21 May
Design Day at Bath Racecourse

13 - 31 July
Workforce Survey

10 September
Formal public consultation begins

30 October
Formal public consultation ends

3 December
Outline Business Case approved

2016
26 January
First training session for community champions

29 February
Advert published for a "prime provider" of community health and care services

14 April
Two bidders selected to progress to outline bid stage

23 May
Outline bids submitted

6 June
Evaluation of outline bids completed

4 July
Community Question Time Event

8 July
Completion of references

4 August
Detailed bids submitted

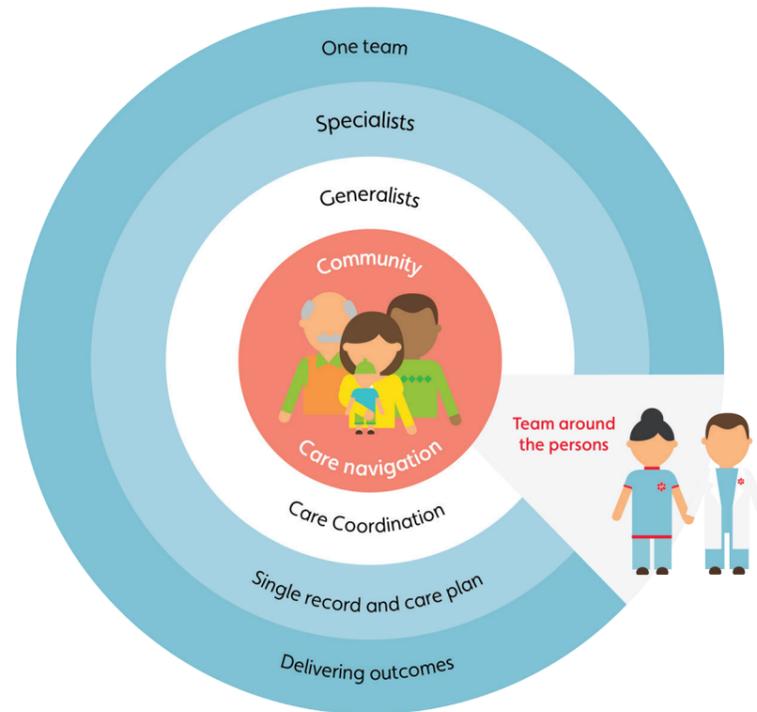
18 August
Announcement of preferred bidder

2 November
Publication of Full Business Case

10 November
CCG Board and Full Council meetings

2017
1 April
New seven year contract begins

2024
31 March
Contract ends with option to extend for a further three years



What will services look like?

People will continue to receive high quality care and support and in most cases they will still see the same front line professionals.

Virgin Care will take into account all of a person's strengths and needs and those of their wider support network and community. People's care and support needs will be met by a range of people and resources, starting with their community.

Community services will be organised around locality hubs aligned with groups of GP practices. Multidisciplinary teams will talk to each other on a daily basis to agree coordinated plans for people with complex or increasing needs.

A care coordination centre will be open seven days a week from 8am until 10pm to provide a single point of contact for those in need of support, their families and the professionals involved in their care.

Care navigators from a range of voluntary and community sector organisations will raise awareness of the wide range of support and activities available in the local area and help people to access them.

Quarterly forums for sharing experiences and best practice about long term conditions will be held to review new innovations and redesign services together.

A Citizen's Panel will be created, working in collaboration with providers, to inform, ask and involve local people in the transformation of services.



Measuring the difference

The CCG and the Council will hold Virgin Care to account in four areas:

- How much service have they delivered?
- How well did they deliver it?
- What difference did it make?
- Has the overall health and wellbeing of the local population improved?



Introducing....



Virgin Care believes in putting the customers' experience at the heart of every interaction. They have been providing health and social care services on behalf of the NHS and councils across England for ten years, with the aim of improving these services so that everyone feels the difference.

During that time Virgin Care has made significant investment in technology and developing their workforce, reinvesting in services so their teams can provide the best care and support possible. Virgin Care now supports more than a million people a year and has a track record of increasing service user and staff satisfaction.

Virgin Care will be the prime provider for community services with overall responsibility for the delivery and coordination of over 200 local services. They will deliver many of these services directly but they will also subcontract with other providers to ensure that existing knowledge and expertise is not lost. For a full list of the services that Virgin Care will deliver and the services they will subcontract please see page 35 of the Full Business Case available at www.yourcareyourway.org

"We are really pleased to have been selected as the preferred bidder to deliver more joined up care for people across Bath and North East Somerset."



"We look forward to working alongside the many outstanding professionals and a range of great partners to oversee a high quality service that has been shaped by the people who use it".

Jayne Carroll, Regional Director at Virgin Care

Value for money

Virgin Care have agreed that any profit they make will be put back into local services and there will be a clause in the contract to make sure this happens.

There will also be a cap on Virgin Care's management and administration costs to ensure that taxpayers' money is directed into front line services.

You Said, **We Did**



Provide more joined up care

People told us the separation between different services can make it hard for them to find their way around the system. They said we need to join up the money, join up the information and join up the people so services can work together more effectively to support local people.

As a prime provider, Virgin Care will have a single budget to coordinate over 200 local services. They will use new technology and training to help professionals share information and work together so people no longer fall through the gaps between services.

Reduce social isolation

People told us social isolation and getting around are big issues, and not just in rural areas. They said we need to work more closely with local communities and the voluntary sector so that no one feels on their own or without the care, support and companionship they need.

Virgin Care will work in partnership with a wide range of voluntary and community organisations like the Village Agents and Age UK to identify people who are socially isolated. They will identify local groups or services that can support the person and help them to access them.

Value the workforce and volunteers

People told us we need to invest in our workforce and provide more opportunities for training and career progression. They want staff to have the time, skills and motivation to provide better quality care and support.

Virgin Care's award-winning "People Flourish" programme will help staff improve the way they work with different professionals and a local hub will be set up to coordinate volunteers. Frontline staff will have access to mobile working technology to reduce the time they spend on paperwork, allowing them to focus on providing high quality care.

Consider the whole person

People told us they want to be seen as a person and not defined by their illness or health condition. They said we need to understand their physical, mental and social needs so they feel supported to improve their overall wellbeing.

Virgin Care will identify people's individual goals and aspirations and will draw upon all health, care and community assets to achieve them. Staff will look for any barriers to meeting these goals and work with the person to overcome them.

Build community capacity

People want community health and care services to make the most of existing community centres and facilities. They also want us to work more closely with local groups and volunteers in their community so they can play their part in keeping people healthy and happy at home.

Virgin Care will organise services around locality hubs across B&NES. These will be aligned with groups of GP practices and make use of existing facilities in the community to provide more services closer to home.

Share information more effectively

People told us there needs to be better communication between the different people that support them. They said that everyone involved in their support, including themselves, should be able to access a single care plan so they don't have to repeat their story over and over.

Virgin Care will introduce secure technology that allows people to view their integrated care record and control how information is shared with health and care professionals as well as their own choice of friends, relatives or carers.

Focus on prevention

Waiting for something to go wrong before people get the right support doesn't make sense. People told us that community services need to work with them to stop them from getting ill or to prevent a health condition getting worse.

Virgin Care will assess people's confidence, ability and motivation to manage their own conditions and support them to take control of their wellbeing. The most vulnerable people will be identified earlier using new technology and rapid response services will help to prevent hospital admissions.

Guide people through the system

People told us we don't do enough to tell them about all the support that is available to them. People said that we should invest in "navigators" who can help them find out about the groups and support in their local area.

Virgin Care will coordinate a team of care navigators from a range of voluntary and community sector organisations that will raise awareness of the wide range of services and activities available in the local area and help people to access them.

Embrace new technology

The world of technology is moving quickly and people think we could use it more effectively. Many people like the idea of using apps and other technology to manage their own health and care but it needs to be simple and easy to use.

Virgin Care will provide simple-to-use technology that allows people to record, report and act on their own findings at home. This will help them to manage their health and wellbeing, maintain independence and prevent unnecessary and inconvenient trips to hospital.

Introducing the Community Champions

The community champions are B&NES residents who have direct experience of community services as service users or carers so they really understand what needs to change and what would make a real difference to their lives.

They have received training and support to participate in all stages of the procurement process. This includes developing the questions given to bidders, evaluating the responses and holding a Community Question Time event to ask face to face questions to both bidders. They will continue to be involved in the transition of services to ensure the priorities of local people are delivered.

If you would like to get involved with the work of the community champions then please contact yourcare@bathnes.gov.uk or call 01225 396512.

