

# Service Specification Summary

## Domiciliary Care (Children 0 – 18 years old)

### SCOPE OF SERVICES REQUIRED:

- The Council is seeking to build a sufficient supply of CQC registered care services for children (aged 0 – 18); in particular:
  - Children with Special Educational Needs and Disabilities (SEND)
  - Children Looked After (CLA)
  - Children assessed as being a Child in Need (CIN) or at risk of becoming a CIN.
  - The majority of children will have a significant disability and/or mental health needs that impact on their daily lives.
- The care and support services required include:
  - Support with personal care, dressing, getting up and going to bed.
  - Care and support for children with complex care needs (including behaviour that challenges)
  - Continence care and support.
  - Assistance with eating and drinking
  - Assistance with medication
  - Single handed and double handed care
  - Night-time calls, waking nights, sleep-in care.
  - Sitting services
  - Support with light meal preparation, and light domestic duties around the home.
- Direct payment users will be eligible to buy care via the DPS at the same hourly rate charged to the Council

### CORE ENTRY REQUIREMENTS:

- To be able to apply to join this category of the DPS, Providers will be:
  - Registered with the Care Quality Commission (CQC) to support children aged 0-18.
  - Rated Good or Outstanding (by CQC) at the time of application; and not be subject to any safeguarding, regulatory or enforcement action.
  - Located in one of the eight local authority areas that constitute Northwest London i.e. Ealing, Brent, Harrow, Hillingdon, Hounslow, Hammersmith & Fulham, Kensington, and Westminster (CQC registered locations that are outside Northwest London will not be eligible to apply to join the DPS)
  - Pay their carers (as a minimum) in line with the RLW (London) rate.
  - In the main, have Electronic Call Monitoring (ECM) systems in place.

### GEOGRAPHY:

- The Council requires services to be provided via the 7-towns that make up the borough i.e. Acton, Ealing, Greenford, Hanwell, Northolt, Perivale, and Southall
- Providers can opt to provide services in one or more of the 7-towns at the application stage.

### CALL TIMES:

- Services will be available 7-days per week / 365 days per year
- Daytime services will be available between 07:00 – 22:00
- Where required, night-time services will be provided between 22:00 – 08:00
- Ealing Council commissions calls on a 30-min, 45-min, and 60-min basis; increasing by increments of 15-mins.

### WORKFORCE:

- Providers applying to join the DPS will ensure:
  - Services are delivered using strength based and person-centred practice.
  - Registered Managers are experienced and suitably qualified to ensure services are well-led.
  - Carers are trained and competent to meet all necessary standards and to provide high-quality care
  - As a minimum, carers will have achieved (or be in the process of achieving) the Care Certificate
  - All members of the workforce will be trained in safe care practices and aware of their safeguarding responsibilities.