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24 December 2013

Ms Jenny Shepherd

E-mail: changingmorethanlightbulbs@gmail.com

Dear Ms Shepherd

Freedom of Information Act 2000 – Request for Information

Thank you for your request under the Freedom of Information Act regarding the Quality in Care Homes / Multidisciplinary Teams Phase 2 contract. Our response is set out below.

Request

1. “If Calderdale CCG is awarding the Quality in Care Homes/MultiDisciplinary Teams Phase 2 contract today, why in July 2013 did it publish a Tunstall Healthcare press release on its website - without acknowledging its source - that gave a very strong impression that Tunstall Healthcare had already won this contract, which includes the provision of telehealth and telecare kit for 1,000 people in care homes?”

The Phase 1 contract which Tunstall had won was for telehealth and telecare kit for 500 people - not 1,000. But the press release stated the contract was for kit for “up to 1,000” people.

So was there already an understanding between Tunstall Healthcare and West & South Yorkshire & Bassetlaw CSU /Calderdale CCG that this Phase 2 contract would also be awarded to Tunstall Healthcare?

If not, why did Calderdale CCG reproduce the misleading Tunstall Healthcare press release on its own website?”



Response

The **Quest for Quality in Care Homes** programme consists of a number of projects:

- 1) **Telehealth/Telecare** - In 2012/13, a competitive procurement exercise was undertaken against a government procurement service framework to identify a provider to deliver telehealth and telecare services to Calderdale. This contract was awarded to Tunstall Healthcare UK Ltd.

The Telehealth/Telecare service was launched in July (as referred to in the news section on our website). This part of the programme is being rolled out in two phases.

Phase one is focusing on providing telecare solutions for up to 400 residents within 25 nursing and residential homes in Calderdale.

Phase two will enable a further 500 residents in care homes to benefit from telehealth solutions (telemonitoring) in 2014.

- 2) **The MDT contract** was awarded to Calderdale and Huddersfield Foundation Trust ('CHFT'). It was not awarded to Tunstall Healthcare Ltd. The contract was awarded following an "Open" procurement i.e. all tenders received from interested parties are evaluated. Details of the process and outcome are set out in the paper submitted in the Governing Body meeting in November.

Request

2. "A document I found online while searching for information about the NCAT review of urgent and emergency services in Calderdale states that the MDT/Quality in Care Homes contract is designed to speed up discharge of elderly and chronically ill patients from A&E. Where is the clinical evidence that this is likely to be successful, and the full business assessment for this project?"

Response

The focus of the project is not on supporting the discharge of individuals from A&E. The main aim of the MDT project as set out in the specification is:

"To commission a Multi-Disciplinary Team(s) to support homes to effectively manage individuals, avoid unnecessary admissions, reduce the demand on General Practice by providing planned and proactive care, support timely, safe and sustainable discharges and enable patients to die in their place of choice".

One of the key elements of the project, as stated in the attached paper, will be to evaluate the quality and quantify the impact made against the key result areas in the specification. A formal



review of the service will be undertaken on a 3 monthly basis to determine outcomes and discuss the development of the project.

We hope that this helps, please do not hesitate to contact us if you require any further information.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of our decision you should write to the Information Governance Manager, West and South Yorkshire and Bassetlaw Commissioning Support Unit, Douglas Mill, Bowling Old Lane, Bradford BD5 7JR, quoting the reference number above.

If you are not content with the outcome of the internal review, with regards to this Freedom of Information request, you have the right to appeal to the Information Commissioner under Section 50 of the Freedom of Information Act. The Information Commissioner will not investigate your case unless you have exhausted our complaints procedure. The Information Commissioner can be contacted at: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Re-Use of Public Sector Information

If you wish to re-use the information you have requested, in whole or in part, please write to the Freedom of Information Lead, West and South Yorkshire and Bassetlaw Commissioning Support Unit, Douglas Mill, Bowling Old Lane, Bradford BD5 7JR, quoting the reference number above, stating the purpose(s) you wish to re-use the information for. You will receive a response within 20 working days of receiving your request with any conditions and charges that relate to the re-use of the information. These will be determined in line with the 'Re-use of Public Sector Information Regulations 2005 (SI 2005 No. 1515).

Yours sincerely

Barbara Booth
Associate Information Governance Specialist
West and South Yorkshire and Bassetlaw Commissioning Support Unit
on behalf of NHS Calderdale Clinical Commissioning Group