

## Market Position Statement Summary

(Last Updated April 2024 – updates indicated by date)

Since our previous MPS was published in 2020 we have all experienced the COVID pandemic, with both short term and long-term implications for social care providers. The focus of the South Gloucestershire Commissioning Service has been on working in partnership with providers during and since the initial major outbreaks. We are now working with providers to address issues impacting recruitment and retention, as well as redesigning services. Rather than, at this point, republishing a fully new MPS, we intend to publish regular updates to provide information for both current and prospective providers in the South Gloucestershire area. We hope you will find this useful.

For updated information on our Population Projections please see our JSNA at [South Gloucestershire Council \(ourareaourfuture.org.uk\)](https://www.southgloucestershire.gov.uk/ourareaourfuture)

*Please note colleagues in South Gloucestershire Public Health are currently working on an updated Needs Analysis for Older People, which will inform a refresh of our Ageing Better Plan.*

### Our Vision

South Gloucestershire Council is working in partnership to develop approaches, provisions and services that reflect and support the strengths-based approach taken by our social work teams. We encourage all partners and providers to work collaboratively to expand the range of services and support available to enhance people's experience of care, including welcoming new providers to the area. Providers have an active part to play fostering the innovation to:

- Develop a range of community based solutions which support independence and promote greater choice and control for our residents, in line with strength-based approaches to care
- Invest in and develop a range of supported living options to support residents with complex needs
- Invest in and develop a range of care home support to support a range of complex needs particularly dementia

We recognise that South Gloucestershire is becoming increasingly more diverse and that we will need to be able to effectively meet the needs of our population through the service we commission. This will impact **all** services delivering care and awareness of and appropriate delivery to meet the needs of different equalities groups must be improved through training and practice. We will work with providers and start measuring outcomes for individuals by different equalities groups. For example, we will expect to see satisfaction with services to be good across all equalities groups, and work to be carried out with us by providers if it is not. The Council's approach to tackling inequalities is set out in our [Tackling Inequalities Plan 2024-2028 \(southglos.gov.uk\)](https://www.southgloucestershire.gov.uk/tackling-inequalities-plan-2024-2028)

We work with providers through a range of forums and discussions. For more information please contact [CAHQualityAssurance@southglos.gov.uk](mailto:CAHQualityAssurance@southglos.gov.uk).

ONS data, based on previous assumptions about need, and on demographics predicts that between 2022-2040 the total population in South Gloucestershire aged 65 and over living in a care home with or without nursing will grow from 1,687 to 2,594 (ONS data). Our intention however is to ensure that we have other options than residential care home to maximise independent living as much as possible. So, we expect an increase in demand for good support for people living at home with complex needs, for alternative to residential care such as ECH. We do expect there to be increasing demand for nursing care, end of life care and for specialist residential care, such as dementia.

### Current Demand

We will update this section every few months, or if things change drastically, so that providers can see the areas where we have shortages.

Referral Snapshot	Referrals waiting list on 19/03/24	Mean Average waiting time in days
Community Based Support (home care etc)	6	17
CBS Mentoring	5	28
CBS Specialist	9	97
Day Services	13	37
Care Home Permanent	13	80
Care Home Short Break	10	13
Care Home Emergency Short Break	0	0
Specialist Care Home Permanent	9	130
Specialist Care Home Short Break	7	83
Specialist Care Home Emergency Short Break	0	0
Supported Living	32	98

The mean average statistic is used in the table above and includes individuals who are currently in provision and receiving support but are waiting on a vacancy within an alternative specific service.

Community Based Support (home care) – In general terms we are able to make placements. We would welcome additional supply in our more rural areas, specifically those to the Northeast of the county falling into Cluster 3 such as Hawkesbury-Upton, Wickwar. We also have challenges where individuals request specific gender of care workers to provide their support or when there are cultural support needs as well.

Specialist Community Based Support (home care for people with specific needs such as learning disability or mental health issues, and non-personal care support) – is a sector of concern evidenced by waiting times and the complexity of individuals on our waiting list. While there has been an improvement in waiting times for these types of services, we continue to look to improve this further. Providers would need to sign up to the Council's Specialist Provider Framework to be commissioned for r

Specialist Community Based Support - [Specialist Provider Framework - Pseudo DPS \(due-north.com\)](#)

Community Based Mentoring – We would welcome additional capacity within the market to provide the appropriate support to achieve real mentoring outcomes. Current packages on brokerage list cover a wide geographical area and require support to individuals with a range of support needs. Providers would need to sign up to our Specialist Provider Framework to work with the Council for Mentoring Services - [Specialist Provider Framework - Pseudo DPS \(due-north.com\)](#)

Care Home –The current market in South Gloucestershire is showing an excess of residential beds. However, there is a shortage of nursing beds particularly those providing support for medium or high-level dementia individuals. There is also a need to identify support for those with dementia under the age of 65. We are in the process of assessing requirements by geographic area. More homes are now providing short breaks which we continue to see a need for.

Specialist Care Homes – We have demand for care homes that have the right environment, capacity and skilled staff to support individuals with learning disabilities, mobility/physical support needs and complex behaviour. At times there is also short break requests which can be emergency requests due to carer or placement breakdown. We also want to explore a greater provision for those with Dementia Under 65 and Huntingdon's Disease and or other complex needs where specialist support is required, and placements are currently made outside of our area/region

Supported Living – There are limited accommodation options available to individuals, particularly for those with complex support needs who require individual self-contained accommodation and may require additional staffing support/shared support hours. We would welcome hearing from Housing and Care and Support Providers that would be able to offer self-contained accommodation where we can work with them to deliver the care and support element and or care and support providers who have housing stock available to work with us. Again, providers would need to sign up to our Specialist Provider Framework to work with the Council for Supported Living Services - [Specialist Provider Framework - Pseudo DPS \(due-north.com\)](#)

Direct Payments – There are approximately 800 Adults who arrange their own care and support via a Direct Payment on an ongoing basis. The number of Direct Payments recipients has remained stable at around this level for over 5 years and new Direct Payments are set up at a rate of 10 to 15 a month. Direct Payment recipients engage with the market to purchase support such as becoming individual employers of Personal Assistants, accessing services of self-employed personal assistants, homecare & community-based agency support, supported living, short breaks and day-care, alongside other flexible and creative use for activities and equipment. The council plans to foster the market for self-employed 'Micro providers' via Direct Payments in rural areas to increase the supply of innovative care and support options available alongside services supplied via the Councils commissioned frameworks for Community Based Support.

## **Commissioning Transformation Programme**

South Gloucestershire has set up a Commissioning Transformation Programme to work with providers to address both sustainability and the development of new provision. The programme includes specific projects as well as developing the skills and practise of commissioners reflecting a relationship commissioning approach.

Transforming our approach to Community Based Support (home care and associated provision) is fundamental to our programme. We are changing the way services are delivered and the contracting models we use. This approach will support providers and give them the ability to recruit and retain staff.

We are also developing a clearer approach to pricing, based on tools such as Care Cubed.

### **Home Care**

We have an increasing emphasis on community-based provision as opposed to residential care. Our commissioning transformation programme aims to develop a more sustainable approach to provision to support people at home with a broader range of services. We aim to grow the supply of home care services to the Council at affordable rates and reduce demand for standard residential provision. Home care supply at rates that are higher than the Council can afford will exist for the self-funded market. Please see the [Market Sustainability Plan](#) for more information.

### **Transforming Home Care**

Some of the work we have underway includes:

- Piloting an Integrated reablement service, with front line delivery through our Lead Home Care Providers:
- Working with home care providers to develop appropriate contracting and commissioning approaches to support recruitment and retention to meet demand.
- Recommissioning all older people's home care services under a new service model for implementation July 2025 in place of current lead provider contracts, framework contracts and reablement contracts.
- Personalisation and piloting of micro enterprises from 2023 onwards. Supporting entry to the market on a self-employment basis or as small providers.
- Locality and place-based offers particularly in the rural areas with the phased introduction of four village agents across rural areas during 2023.
- Expanding Extracare housing offer to support people with more complex needs, particularly dementia, considering outreach models as may be better able to recruit to a local base and support transitions from the community into extra care offering the 'the right support at the right time'
- We intend to explore the potential of quality-based commissioning when developing our supply while ensuring value for money

This approach will enable us to commission in a way that supports recruitment and retention with the budget pressure offset by managing demand and improving outcomes through more preventative approaches. This includes working in a more holistic way with service users and system partners, e.g. working with care providers

and the VCSE sector to identify opportunities in the community and support service users to access them.

We would welcome the opportunity to hear from providers about their plans for community based support in South Gloucestershire at [CAHQualityAssurance@southglos.gov.uk](mailto:CAHQualityAssurance@southglos.gov.uk).

## Specialist Providers and Supported Living

### South Gloucestershire All-Age Learning Disability Strategy

People with a learning disability in South Gloucestershire will be empowered to have more choice and control and will live safe, good, healthy and fulfilled lives as part of their community. They will have the right support at the right time to achieve their full potential.

There are 6 priority areas for the strategy:

1. Effective planning for smooth transitions for young people preparing for adulthood.
2. Increase employment and vocational education and training opportunities for people with a learning disability. Since the launch of the All-ages Learning Disability strategy, we can share the below snapshot from the work being carried out by 'Work for Youth' showing a positive impact that the LD strategy has had on 22 young people with Learning Disabilities:

Number of young people with Learning Disabilities (aged 18-25) moving into paid employment or training between September 2022 and October 2023:
No of young people going into education or training: 4
No of young people going into part-time work: 4
No of young people going into full-time work: 6
No of young people going into specialist provision: 5
No of young people moving into 'We Work for Everyone' for more specialist coaching: 3

63 clients with Learning Difficulties were supported into paid employment between 2021 and December 2023.

3. Provide a range of good quality housing and support options for people with a learning disability with a clear pathway on how to access them. An example of this includes commissioning one of our providers to produce a short video for people with Learning Disabilities on good quality housing options. This will be shared initially with students with Learning Disabilities for feedback, and then publicised via the council's Information, Advice and Guidance (IAG) website.
4. Promote independence – ensuring people are safe and connected to their community. For example, the LifeSkills Centre in Bristol which provides a space where people can take their time to learn at their own pace. The realistic scenarios simulate everyday problems and allow people to learn how to deal with them whilst in a safe environment.
5. Promote support networks for family, friends and parents and carers who support people with a learning disability
6. Work in partnership with health to deliver better health and wellbeing outcomes for people with a learning disability and their parents and carers

More information about the strategy can be found here - [All-age Learning Disability Strategy 2022-2027 | South Gloucestershire Council \(southglos.gov.uk\)](#)

We will be embedding these priorities as part of our new specialist provider framework and promoting approaches to deliver these priorities. We are working with the individual, providers and practitioners to promote greater independence from support.

### **Specialist Provider Framework**

The Specialist Provider Framework launched in September 2023, which will deliver support to individuals predominantly with learning difficulties, autism, mental health difficulties, physical and sensory impairments and predominantly of a working age (18-65) through a progression-based model of support. Providers will support individuals to achieve outcomes set with a social worker to support greater independence where possible. The services included within scope of the framework are; Community Based Support (homecare, community support/outreach, live-in care etc.), Day Services (Building Based Support), Mentoring Services (including Job Coaching and Supported Employment) and Supported Living Services.

As of March 2024, we have 69 providers signed up to the Specialist Provider Framework, if you are interested in joining the framework please follow the below link to find out more or contact us on [specialistteam@southglos.gov.uk](mailto:specialistteam@southglos.gov.uk):  
[Specialist Provider Framework - Pseudo DPS \(due-north.com\)](#)

Supported Living – Since the Specialist Provider Framework launched in September 2023 we have seen a gradual decrease in the number of days people are waiting for a supported living provision, however we know with the future demand we need to continue to increase our provision.

There is still a demand for supported living accommodation specifically self-contained accommodation with the availability of shared support hours to meet the current and future needs of the local population, so that we can reduce placements out of area. We are working to address this through new developments and working with care and support and housing providers to look to deliver new supported living schemes where possible.

### **Supported Housing/Supported Living Developments being delivered by the Council:**

- Hornbeam Close, Bradley Stoke – 12 self-contained homes for adults with Learning difficulties, consisting of nine 1 bed flats, two 2 beds fully accessible flats and one 2 bed wheelchair accessible bungalow. Estimation build completion date August 2024.
- Oldland Common – 6 bungalows for adults with complex needs, jointly commissioned by the Transforming Care Partnership (Bristol CC, SGC, NSC and the NHS ICB). This scheme is a bespoke supported living scheme for 6 people who will be brought back to the county from A&T units under the Transforming Care Partnership programme. Estimated build completion date May 2024.
- There are two other sites within South Gloucestershire for which business cases are being submitted and, if successful, would deliver a further approx.



18 units of supported living – mainly 1 bed flats but also including a small number of bungalows.

We are always wanting to hear from providers that are looking to increase their supported living provision and would welcome the opportunity to hear from providers about their plans for supported living in South Gloucestershire at [specialistteam@southglos.gov.uk](mailto:specialistteam@southglos.gov.uk) .

We hold a regular quarterly Specialist Provider Forum, which is chaired by three local providers where we discuss increased and future demands and other important areas of care and support for individuals. If you would like to join our provider forum please contact us on [specialistteam@southglos.gov.uk](mailto:specialistteam@southglos.gov.uk).

### **Care Homes**

Our increased emphasis on community-based provision will lead to a reduction in the number of standard residential placements in South Gloucestershire, and ultimately, it is anticipated that fewer residential homes will be required. We also anticipate that changing population needs will increase the number of nursing and dementia placements required. We will work collaboratively with providers to plan this change and look at how providers can be supported to work with people with higher levels of complexity. Where possible upskilling providers to deliver dementia and specialist care. At the same time developing locality-based models with higher delivery of short-term beds that enable independence, eg short breaks, step up and down provision.

We are moving away from purchasing beds at individually agreed prices to negotiated fixed rates with care homes. The Council does not intend to purchase beds from homes that charge rates that are higher than the Council can afford and these homes will exist for the self-funded market. Please see the [Market Sustainability Plan](#) for more information.

As at 26/03/2024 there are 1852 beds available for older people (65+) of which 814 are residential and 1038 are nursing. There are currently 107 available residential beds and 144 available nursing beds – 13.6% in total.

As at 26/3/2024 there are 348 specialist beds (70 nursing and 278 residential) available for adults of working age of which 40 (11.5%) are currently vacant.

We would welcome the opportunity to hear from existing providers about their plans for care homes in South Gloucestershire at [sgccarehomecommunication@southglos.gov.uk](mailto:sgccarehomecommunication@southglos.gov.uk).

### **Extra Care Housing (ECH)**

There are 7 Extra Care Housing schemes in South Gloucestershire which offer 568 flats, and there is a preliminary business case for a new scheme in Thornbury. The Council currently has nomination rights over 328 rented flats.

The schemes are run by 5 registered landlords, with onsite care & support being provided by 3 CQC registered organisations which are all rated outstanding or good.

Currently schemes vary in size, location and facilities and offer care and support for people over 55 years of age.

We aim to maximise occupancy in all schemes to ensure that schemes and their facilities are sustainable. There is generally a void rate of 8 – 10% of council nominated flats.

### **Transforming Extracare Housing**

As part of the Commissioning Transformation Programme, we will deliver a new Extra Care Housing model to deliver a range of ECH provision that meets the needs of our population and deliver the following outcomes:

- Flexible provision that better matches people's current and longer-term care needs
- Better management of demand and capacity
- Schemes that are viable and sustainable, able to offer the right type of care and support in the right setting for the numbers of people who need it
- Improvement in community hub and community engagement within the ECH and the community it operates within
- To support capacity in the home care market
- An alternative to individuals going into residential care
- Schemes that people want to work in to provide care

We would welcome the opportunity to hear from providers about their plans for extra care housing in South Gloucestershire at [CAHQualityAssurance@southglos.gov.uk](mailto:CAHQualityAssurance@southglos.gov.uk).

We will continue to innovate in service provision with our local market. Championing the use of assistive technology by individuals and all sectors of the market.

### **Unpaid Carers**

We will work with care providers to develop an improved offer of support to carers in the form of services that support the cared-for person in order to provide a break for the carer. These breaks may be services delivered in the family's own home as well as short residential breaks. In both cases, services are required that can support people with increasing complexities, particularly for more advanced dementia and challenging behaviours. A particular gap is in supporting people who have dementia and who are not yet in the older age group and who may have a young family at home.