

## Appendix 2

### Provider Selection Regime (PSR)

#### Assessment process & outcomes

The service will be procured through Direct Award Process C under the Health Care Services Provider Selection Regime (PSR) regulations 2023.

PSR allows a relevant authority to award a new contract to an existing provider when the existing contract is due to expire, where the existing provider is satisfying the existing contract and is likely to satisfy the new contract. Regulations stipulate that the proposed contracting arrangements must not be changing “considerably” from the existing contract.

#### The assessment process

The process included three stages of assessment:

	Activity	Format
Section 1	Assessment of whether contracts are changing considerably	Screening questions
Section 2	Assessment of the extent to which the existing provider has satisfied the existing contract	Evaluation of evidence
Section 4	Assessment of the extent to which the existing provider will likely satisfy the new contract, key criteria and basic selection criteria	Evaluation of provider submission

Provider Selection Regime Process C is built on 5 key evaluation criteria, with consideration to value, sustainability, quality and innovation in the context of integrated working:

	Evaluation criteria
1	Quality and innovation
2	Value
3	Integration, collaboration and service sustainability
4	Improving access, reducing health inequalities, and facilitating choice
5	Social value

#### The assessment outcomes

Supplier	Section 1 outcome Assessment of whether contracts are changing considerably	Section 2 score Assessment of the extent to which the existing provider has satisfied the existing contract	Section 4 score Assessment of the extent to which the existing provider will likely satisfy the new contract
Ash Court	Pass	80%	83%

## **Section 1:**

Confirmation that the new contract is not changing “considerably” in nature from the current contract with regard to the specification, value and deliverables

## **Section 2 – Summary of evidence:**

- Ash Court has actively engaged in regular Quality Assurance processes. Site visit reports and data logs demonstrate a commitment to consistently high quality care and support for residents, in addition to clear examples of the implementation of learning from safeguarding alerts and feedback from residents e.g. in relation to the mealtime experience.
- Case studies and quality assurance reporting demonstrate that consideration is given to the holistic needs of residents, exploring opportunities to celebrate their identities and maintain connections with their communities. Feedback is consistently positive from residents, family and the wider community, however where complaints are received there is evidence that these are fully investigated and actions are put in place.
- Ash Court has consistently operated within/ below the North Central London “minimum sustainable” bandings for nursing care, despite increasing financial pressures on the sector. Their Provider Costing Tool demonstrates that steps are taken to ensure the service runs efficiently without compromising the safety or wellbeing of residents, this includes an effort to minimise overhead costs. There is evidence that the home has a consistently low void position and that efforts are made to relist beds at the earliest opportunity.
- The Ash Court Team holds a home improvement plan to collate actions arising from regular audits, alongside learning from feedback on the service and safeguarding alerts. There is evidence that this approach is detailed, includes clear sustainable actions and lists responsible persons both in the service and across the senior leadership team. Consideration has been given to the importance of safe health and care practice and partnership working in the delivery of nursing care e.g. actions arising in relation to equipment, procedures for controlled drugs, hygiene and engagement between relatives and the wellbeing team.
- There is evidence that Forest Healthcare employs a robust Equality and Diversity Policy that is implemented and understood by the Ash Court Team. Consideration is given to protected characteristics, types of discrimination and links to related policies and guidance e.g. safeguarding. Part two of the policy is designed as a training tool to build an understanding of specific religions and cultures, with a focus on how residents may choose to be supported e.g. implications on language, religion, personal care, celebrating key festivals, medication, diet and death.
- Case studies provide evidence of time being taken to bring the Ash Court community together in celebrating and understanding the identities of individual residents and staff members e.g. annual Diwali and Pride events. Ash Court has also become the first London Care Home to achieve Veteran Friendly Status and

is committed to raising awareness of the scheme and support for Veterans locally.

- The team has used social value to build on the community around the nursing home, focusing on partnerships with local business, intergenerational working and increasing volunteers to tackle social isolation. A steady offer of student nursing placements has been a key strength, which has been reflected in the stability of the workforce and is creating a pipeline of talent for the future. Ash Court has considered the importance of ensuring that wellbeing initiatives are beneficial to both staff and residents, and in doing so have created a strong and vibrant community ethos for the home.

#### **Section 4 – Summary of Forest Healthcare submission:**

- Forest Healthcare has a quality governance programme (Forest Fundamentals). This ensures a process of oversight which focusses on quality outcomes. Adherence to Forest Fundamentals is monitored by the Operations Manager for completion and impact by triangulating the documentation with the care and support that residents are receiving. Any actions determined are added to the Home Improvement Plan and prioritised through RAG rating to ensure actions are completed. Forest Healthcare holds a clinical and quality governance meeting monthly chaired by the Non-Executive Director who is experienced in Health & Social care and a clinician. This meeting reviews data reported by Ash Court extending across indicators such as reported safeguardings, falls, medication management, safe use of bedrails etc. Actions identified to support the home are added to an action log which is reviewed monthly for progress.
- Ash Court has developed their residents meetings to being resident lead and a much anticipated social event. The home has recently acquired Veteran Friendly Accreditation supporting residents who have served in the armed forces, ensure that their specific needs are acknowledged and met. They are the first non-military home in London to achieve this. We have introduced supported external trips for residents 'Myley life' to enable residents with limited mobility to visit outside of the home, along with Burns Gym, a 'mind, body & soul' live exercise platform to promote armchair activity. The residents have an Omi, an interactive sensory projector, that enables games, life stories and pictures to be shared regardless of the frailty of the resident.
- Providing high-quality care for residents requires collaboration with a range of health and social care professionals. Ash Court is committed to working closely with local health and social care professionals to ensure residents receive person-centred, holistic, and high-quality care. The team have evidenced that they have fostered strong partnerships with all health professionals to improve residents well-being and ensure that care remains consistent and responsive to individual needs.
- The Home Manager of Ash Court has been tireless in ensuring effective communication between the care home team and external health and social care teams. She has established clear communication channels with NHS services, GPs, social workers, speech and language therapists, district nurses and other

relevant professionals when accessed for other specific needs. The home uses secure digital platforms to access and share electronic records and has recently worked closely with the GP and pharmacy to ensure a smooth transition to electronic medication management.

- The Home Manager participates in multidisciplinary team (MDT) meetings, involving health and social care professionals, to discuss residents needs and update / develop care plans as needed. The Home has designated champions as well as named nurses and key workers who will coordinate with external teams and ensure information is relayed accurately and implemented appropriately. The Home Manager encourages an open-door policy where health and social care professionals can visit the care home, assess residents, and offer relevant support.
- Ash Court is committed to providing equitable, person-centred care to all residents. Our approach is based on inclusivity, choice, respect and support, aligning with our core living values and best practices. We recognize that every resident has unique needs, preferences, and backgrounds. Our care plans are tailored to the individual and developed in consultation with residents, their loved ones and healthcare professionals. The team regularly review and update these care plans to ensure that each resident receives the most appropriate support which promotes their well-being and independence.