



London Borough of Enfield

Report Title	Sanctuary Care Contract Extension at Parkview House
Report to	Director of Health & Adult Social Care - Doug Wilson, in consultation with Cabinet Member for Health & Social Care - Cllr Alev Cazimoglu
Cabinet Member	Cabinet Member for Health & Social Care, Cllr Alev Cazimoglu
Executive Director / Director	Executive Director of People, Tony Theodoulou Director of Adult Social Care, Doug Wilson
Report Author	Nancie Alleyne
Ward(s) affected	All
Key Decision Number	KD 5630
Classification	Part 1 & 2 (Para 3)
Reason for exemption	Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Purpose of Report

1. In September 2021 Sanctuary Housing Association was awarded the contract for residential care service at Parkview Care home in Edmonton for a 2 +2+ 2-year contract Commencing on 1st October 2021 until 30th September 2023 (with the option to extend for 2 years to 30th September 2025 plus a further 2 years to 30th September 2027) subject to satisfactory performance. The first 2-year contract has expired without a signed contract

with Sanctuary Housing Association due to complex negotiations on the terms and conditions of the contract and associated specification for the service.

2. The original first contract extension commencement date has expired due to ongoing negotiation. The proposed new date for first extension is 1st October 2024, for 1 year to 30th September 2025 bringing the agreed extension period back in line with Key decision report 5531.

Recommendations

3 Approves the extension of the current contract for 1-year from 1st October 2024 to 30th September 2025

Background and Options

- 4 Parkview House is a residential dementia care home situated in Edmonton and benefits from good shopping, open space, and transport facilities. Care services are currently provided under key decision 5331 for a 2+2+2-year block contract between the Council and Sanctuary Housing Association (SHA). A subsidiary Organisation, Sanctuary Care provides the day-to-day care to the residents living within the home.
- 5 The decisions to extend the contract for the 2+2 extension periods were delegated to the Director for Health and Adult Social care in consultation with the Cabinet member for Health and Adult Social Care under KD 5331.
- 6 Following the Direct award decision in September 2021 (key decision 5531), the terms and condition of the contract and associated specification for care provision at Parkview House were negotiated with Sanctuary Housing Association. The negotiations where ongoing for 33 months due to severe staff shortages and unavailability of key personnel within Sanctuary Housing Association. However, negotiation recently concluded and on 17th June 2024 the Council received a returned sign contract from Sanctuary Housing Association
- 7 Because of the 2 years delay in the signing of the contract the first 2-year extension period commencing 1st October 2023 to 30th September 2025 expired. The contract continued to run after the expiry of the initial contract term in October 2023 and Sanctuary has continued and will continue to deliver the Services to the residents in accordance with the terms of the contract until the commencement of the new proposed extension. The proposed new extension commencement and expiry date will bring the

contract and agreed extensions back in line with the signed Key decision report 5531.

- 8 Throughout the negotiation period ASC and Sanctuary continued to work together to ensure consistency and quality of care of service provision to the residents of Parkview House was maintained.
- 9 The Council currently holds nomination rights for all 45 beds within the home. Enfield Council owns the freehold land at the Parkview site whilst Sanctuary Housing Association has a 148-year lease on the residential care building, which was itself designed and built by Sanctuary Housing Association.
- 10 The main client group is "older adults" who are unable to live independently in the community due to their high care needs and/or dementia. The number of people who have dementia has been steadily increasing in the borough over the last ten years and this increase is set to continue. Dementia care homes are a difficult market sector experiencing increased demand and continued upward cost.
- 11 Many of the residents have lived at Parkview House Residential Care Home for more than 10 years and see Parkview House as their home. They have high care and support needs and Sanctuary Care have met their care needs to a consistently high-quality standard.
- 12 With onsite 24-hour care Parkview House supports vulnerable people to live safely in the community and by doing so enable them to live healthy and fulfilling lives and achieve their full potential.
- 13 The quality-of-care provision is of a high standard supported by monitoring report, a survey undertaken on the families of the residents and Quality Assurance checks. The home was rated as 'Good' from the Care Quality Commission (CQC) last inspection in February 2022.
- 14 Within a difficult environment the Council continues to work with Sanctuary to establish efficiencies whilst maintaining quality care provision.

Preferred Option and Reasons for Preferred Option

- 15 The 1-year extension will be undertaken in conjunction with Procurement and legal and a letter extending the term will be produced and signed by Sanctuary Housing and Enfield Council. Although a formal extension was not issued, Sanctuary Housing continued to deliver the services and the preferred option is to issue an extension letter to cover a period of two years, extending the contract from 1 October 2023 until 30 September 2025 to ensure that there is a formal contract in place from 1 October 2023 to 30 September 2024 in addition to the extension period covered by this report.

- 16 There is generally a lack of dementia care beds in the borough, this is also reflected nationally with local authorities competing for affordable bed placements. The scale of the pressures means that if we are to fulfil our statutory duties under the Care Act 2014, we need to secure appropriate dementia accommodation for older people who are no longer able to live independently. Retaining this local resource is paramount for Enfield's increasing number of dementia care cases.
- 17 Upward cost pressures, minimum & living wage tariffs, rising demographics and increasingly complex care needs are factors which impact on the number of Providers who are able to provide care and support to those service users who are at the higher end of care and support needs. To have a specialist dementia residential care Provider based in the borough is advantageous for the Council and residents.
- 18 Sanctuary Care have demonstrated stability and a high standard of care provision within a difficult market and throughout the existing contractual arrangements have consistently provided a good standard on care in a difficult market environment.
- 19 A continued contract with Sanctuary Housing Association will maintain consistency of service quality and provision at Parkview House and sustain current services to vulnerable residents who live there.
- 20 The home has been rated as 'Good' in February 2022 by the Care Quality Commission with a proven track record of the provision of high-quality care. Monitoring meetings and a recent Quality Assurance visit provided evidence that the home is in a good clean condition, has appropriate policies and procedures are in place, health and Safety standards were being met and service users were happy with the service they received in relation to the standard of care and meeting their cultural needs. The home has achieved 4* Food hygiene rating.
- 21 Our inhouse Quality Checkers within ASC Safeguarding team undertook a telephone survey with family and next of kin. The result of those contacted provided evidence that the quality of care received by service users is good and that families and next of kin were satisfied with the care services provided by Sanctuary.
- 22 The proposed extension will be a continuation of an existing service provided by Sanctuary Care and there are no proposed changes to the way in which residents care will be undertaken.

Options Considered

- 23 Not seek a new contract: Sanctuary Housing Association do not believe that the home is ready to entertain a 100% private fee structure and would welcome a further contract with Enfield Council and the chance to work with Council commissioners to evolve the home and its services to meet future

requirements. If Enfield Council did not move towards this option, the Council would then lose access to much needed specialist provision.

- 24 As Sanctuary Group owns the care home under a long lease, officers conclude that other care providers would have little viable interest in operating from the Parkview House premises. Feedback from a past market engagement session for this home confirms this.
- 25 Re-tender and seek better value by competitive procurement: Following a past market engagement for care services at Parkview House, providers consistently fed back that providing care services to the Council in a premise owned by another care provider would be neither welcomed nor sustainable. There would be little viable interest in a new tender.

Relevance to the Council's Corporate Plan

IMPACT ON COUNCIL PRIORITIES

26 Good homes in well-connected neighbourhood.

Parkview House is situated in a central location in the borough. It has good transport links and is on the doorstep of a picturesque park and near several shops making it a good location for residents to feel part of their community.

Safe, Healthy and Confident Communities

The services provided protect those most in need by continuing to deliver care and support services and safeguarding vulnerable people.

The extension would continue to provide dementia friendly care and support for current and future residents.

An economy that works for everyone

Services will support resident to take more responsibility and play a greater role in developing services that are meaningful to them.

Financial Implications

- 27 See Part 2

Legal Implications

- 28 The Council has a duty under the Care Act 2014 to promote an individual's well-being (S.1), assess adults who appear to be in need of care and support and identify their needs (S.9) and meet needs assessed as being eligible needs (S.13, S.18 and S20). Providing accommodation in a care home will enable the Council to meet its duties under the Care Act 2014. Section 111 Local Government Act 1972 gives a local authority

power to do anything (whether or not involving the expenditure, borrowing, or lending of money or the acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions. Finally, the general power of competence under s.1(1) Localism Act (2011) states that a local authority has the power to do anything that individuals generally may do provided it is not prohibited by legislation and subject to Public Law principles.

The value of the contract is above the threshold for the light touch regime (currently £663,540 inclusive to VAT) under the Public Contracts Regulations 2015 (PCR 2015). The Council must comply with the PCR 2015 and its Contract Procedure Rules.

The Council must comply with its obligations relating to obtaining best value under the Local Government (Best Value Principles) Act (1999).

This report is a key decision and the key decision process under the Constitution must be followed. The extension

Please see the confidential appendix for additional legal advice.

Equalities Implications

- 29 An equalities impact assessment is not essential at this stage to approve this report awarding a Contract for residential care services at Parkview House. Because it is a continuation of an existing service provided by the current provider, and there are no proposed changes to the way in which residents can access the services provided.

Environmental and Climate Change Implications

- 30 With Enfield's ageing population and rising natural resource costs, it is essential that all residential care homes take an active role in resource efficiency and carbon reduction. This will be critical in safeguarding affordable care for vulnerable elderly people, maintaining dignity and social participation in old age and in achieving carbon, waste, and energy targets.
- 31 Performance monitoring meeting includes a review of how Sanctuary Care are working to reduce their operational impact on the environment.

Public Health Implications

- 32 The continuance of *demonstrably effective* residential care services for this client group, for whom *any* change in circumstances would likely be very disruptive, are aligned with the broad intended outcomes and philosophies of LBE's current Joint Health and Wellbeing Strategy. In addition, the proposed extension would reduce the likelihood of unnecessary demands upon our local health and social care landscape. As such we do not assess any adverse Public Health implications from this proposal.

Safeguarding Implications

- 33 With onsite 24-hour care Parkview House supports vulnerable people to live safely in the community and by doing so enable them to live healthy and fulfilling lives and achieve their full potential.
- 34 Moving residents from this provision to another might have unintended consequences in terms of quality and continuity of care (and therefore safeguarding). Action has been taken to assure the quality of this provision as detailed above.

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Appendices

Part 2 Report

Background Papers

Report to Lead Member and Director of Health and Adult Social Care 15th
September 2021