

Servicii de sănătate și servicii de asistență socială

I.D.: 6490471

Data publicarii	23.05.15	Coduri CPV	85000000
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Termenul limita pentru depunere:	26.06.15 16:00
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Descriere: Trafford Council are tendering their Advocacy, Information and advice, Prevention and Wellbeing Services. This will come under 3 lots. Advocacy: Trafford Council is committed to providing a universal, high quality, consistent and integrated Advocacy Service. This service would play an important role in maximising people's independence and help preventing reliance and dependency on more intensive care and support. To achieve this Trafford Borough Council (The Council) is planning to bring together a range of Independent Advocacy Casework functions to create an all-encompassing Advocacy Service, able to directly or indirectly provide a range of independent advocacy, for people requiring support. This will include;— statutory provision, Independent Mental Health Advocacy IMHA, Independent Mental Capacity Advocacy IMCA, Independent Care Act Advocacy ICAA, Independent NHS Complaints Advocacy ICA (from April 2016),— extension of existing services offering advocacy support for vulnerable people, including people with physical impairments, learning disabilities and mental health conditions. This could be directly on an individual basis, through advocacy groups, or empowering self advocacy by building skills and confidence. Information and Advice: Trafford Council is committed to provide a universal high quality, consistent and integrated Information and Advice Service. This service would play an important role in maximising people's independence and help preventing reliance and dependency on more intensive care and support. 1.2. Good information (which is current, relevant and accurate) is essential for all adults and their relatives who need, or may need support in order to know their rights and to live independently. Good information should help Trafford residents and carers make informed choices, enable them to take control and help service users and carers to maintain their abilities, skills and independence well into the future. 1.3. Information and advice often go hand in hand, but for the purposes of this document, it is important to be clear about the distinct definitions. Using the definitions outlined in Putting People First, in this context information to mean 'the open and accessible supply of material deemed to be of interest to a particular population. This can either be passively available or actively distributed'. 1.4. Advice 'offers guidance and direction on a particular course of action which needs to be taken in order to realise a need, access a service or realise individual entitlements'. 1.5. The overall vision nationally for information and advice is set out in Putting People First milestone four: 'All citizens should be able to easily find locally relevant quality information and advice about their care and support needs in order to enable control and inform choice. Information should be available in a range of formats and through channels to make it accessible to all groups. Provision of information, advice and guidance should move from being largely developed from separate initiatives to a single coherent service strategy'. 2. Care act requirements: The local authority must establish and maintain a service for providing people in its area with information and advice relating to care and support for adults and support for carers. The local authority must provide information on:— what types of care and support are available,— the range of care and support services available to local people,— the processes local people need to use to access the available support,— where local people can find independent financial advice,— how people can raise concerns about the safety or well-being of someone who has care and support needs. 3. Demographics/need in Trafford: Overview: The Trafford demographic is split between age groups is similar to that of England; the population is amongst the healthiest in the North West — but the North West is the least healthy region in the country; Trafford remains the 'economic powerhouse' of the region with world leading brands situated in the Borough, and with below regional

average levels of unemployment. Crime in Trafford is low and has decreased significantly over the last few years. Overall, Trafford is a relatively affluent Borough, certainly in regional terms, but also in national terms. It is one of the smaller District Councils within the Greater Manchester conurbation in terms of population, at 217 000 people, living in an estimated 96 000 dwellings and supporting in the region of 136 000 employee jobs. Trafford retains its status as the economic power house of the Greater Manchester conurbation. The area has a strong local business base, high skill levels, a massively successful enterprise culture and above average levels of economic activity. Trafford is home to more than 8 000 businesses ranging from household names to specialised niche, skilled operations; from sole traders to large organisations employing more than 500 people. More than 99 % of businesses are small and medium sized enterprises reflecting the business structure of the 21 century economy.

Prevention and well-being: Prevention and well-being services encourage care and support to be delivered in a partnership between individuals, communities, the voluntary sector, the NHS and councils. By supporting vulnerable citizens with low-level needs through the use of preventative services, we are able to maximise their independence which can in turn reduce or negate the requirement for statutory support.

National context: The responsibility to provide public health services was transferred to the local authority in 2013. This includes services to prevent ill health and promote well-being. Prevention and well-being services covers a broad spectrum of services, as the aim is to prevent the health and social care needs of borough residents escalating or deteriorating. Prevention includes a broad spectrum of services, including those services that prevent the initial need for adult social care services, to services that prevent hospital admission or an increase in packages of care. Prevention can be split into 3 levels:

Primary prevention/promoting well-being: Aimed at people who have low or no particular social care needs or symptoms of illness. The focus is on maintaining independence, good health and promoting well-being. Interventions might include:— promoting health and active lifestyles,— delivering practical advice and support,— increasing uptake of health screening programmes.

Secondary prevention/early Intervention: Aim to identify people at risk and to halt or slow down any deterioration, and actively seek to improve their situation. Interventions might include: screening and case finding to identify individuals at risk of specific health conditions or events (such as strokes, or falls) or those with low level social care needs.

Tertiary prevention: Aim to minimise disability or deterioration from established health conditions or complex social needs. The focus is on maximising people's functioning and independence. Interventions might include:— rehabilitation/enablement services,— joint management of people with complex needs.
