

## **Frequently Asked Questions (FAQ) – for people who receive home care**

Lambeth Council is introducing a new home care service for Lambeth residents. This will create eight neighbourhoods for home care. Following a tender process, Lambeth has awarded the new neighbourhood contracts to eight providers.

### **Why has the Council decided to change the current home care service?**

Lambeth is introducing a neighbourhood approach to home care to ensure **quality, consistent support for Lambeth people** in the neighbourhood they live in:

- **More coordinated, consistent, timely support** for you.
- **Stronger relationships by having fewer providers**, ensuring high quality of care.
- **Working with care providers to help people in Lambeth** achieve their goals and live as independently as possible in their community.
- **Care workers will work within a single neighbourhood area**, reducing the need to travel across the whole borough.

### **What is changing?**

Lambeth has a contract for home care for adults that is set to end in 2025. The Council has a duty to introduce new contracts and Lambeth Council recently completed a tender process to appoint new providers.

The new contracts will have eight lead providers covering borough areas, plus further providers on a Reserve Provider List to support the lead providers where needed. The council will have the option to extend the contract for up to 7 years to 2031.

### **How will this affect me?**

**For most residents your care arrangements will change to another provider**, at a specific date within the next year.

We will let you know the exact date that your care arrangements change to another provider closer to the time of the change.

### **When is this change likely to happen?**

The Council will work closely with the current and new home care providers to take over home care for adults in Lambeth. The Council supports over 2,000 adults with home care, so the change will be completed in stages. We expect the new providers to gradually start taking over care from May 2024 to March 2025.

### **You do not need to contact the Council about your transfer date.**

We will write to you in good time before your care changes to let you know who your new provider will be and when they will start to deliver your care.

### **What changes will there be to my home care visits?**

**Your current care and support will remain the same and according to your needs;** the visits will just be delivered by a new provider. Your support plan will remain the same.

### **Can I continue to have the same care worker?**

There is no guarantee your existing care worker(s) will transfer to your new contracted home care provider.

### **How will my new home care provider be allocated to me?**

The new providers will be taking over home care services in each of the eight neighbourhood areas, based on their success in a tender process.

Our main priority will be to make sure that you continue to receive the same level of support to meet your needs in a safe and consistent way during the transfer process. To manage this process as smoothly as possible, at the time of transfer you will be allocated to the provider for the area where you live.

### **How will the new provider know about my care and support needs?**

We will work closely with the current and new home care providers to make sure information about you is shared confidentially. This will help the new contracted provider to understand your care and support needs.

### **How will the change-over work?**

**We will write to you to let you know who your new home care provider may be.** The provider will contact you before they start delivering your care and support.

You may receive a phone call from the council to check that everything has gone smoothly, after your new home care provider starts supporting you.

### **Who do I speak to if I have any concerns, or need any further information?**

If you have any questions or concerns, please contact the Home Care Team in one of the following ways:

- **By telephone:** please call the team on **020 7926 2778** Monday to Friday 9am to 5pm. You can leave a message outside of these times, and a council officer will contact you to discuss your concerns.
- **By email:** [HomeCare@lambeth.gov.uk](mailto:HomeCare@lambeth.gov.uk)
- **By post:** Lambeth Council, Adult Social Care Commissioning, PO Box 80771, London, SW2 9QQ.