

Information

for County Councillors

Sheet Number:
2022-27/23



From:	Vicky Chipchase, Service Manager, Adults Commissioning
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Relevant SLT Director and sign-off date:	Paul Coles
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Date:	17.10.22
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To:	All County Councillors
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Reviewing Homecare Services in Somerset

The contracts that we have for Homecare Services are due to expire at the end of March 2024. We are therefore embarking on a review of the services working with customers, providers, partners and key stakeholders.

A series of initial engagement events have been set up during October for providers to share with us their views on a new model for homecare that will be sustainable and fit for the future. There will be further opportunities for engagement throughout the next six months.

We will also be seeking the views of people in receipt of homecare services. We will therefore be inviting homecare customers to share their views with us on the services they receive, through a questionnaire. The questionnaire will be sent out during the week of 17th October and customers will have the option to return the survey via a pre-paid envelope or electronically through a QR code. You can take a look at the survey using this link: [Homecare customer survey - Somerset County Council Consultations \(inconsult.uk\)](#)

The purpose of the survey and the engagement sessions will be to provide opportunities to co-design a new service model to be procured and a new contract in place for April 2024.

We have provided contact information within the letter should there be any concern with regard to the care and support services that the individual is receiving, information about our complaints process and also our Advocacy service should they require help in completing the questionnaire.

However, if you do receive an enquiry regarding this exercise, please do not hesitate to contact me for further information.

For more information please contact:	Name: Vicky Chipchase Email: vicky.chipchase@somerset.gov.uk Telephone: 07976688232
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