

Adult Support Croydon – e-marketplace

Onboarding Process

Commissioning and Procurement

October 2020

What is an e-Marketplace – Adult Support Croydon?

Adults Support Croydon is a digital marketplace that the council is putting into place that will meet requirements to provide people living in Croydon with information, advice, guidance and support through the digital marketplace for themselves, their families and carers as laid out in the Care Act 2015 (Chapter Three Information & Advice and Chapter Four - Market shaping and commissioning of adult care and support).

Key points about the eMarket place:

- The digital marketplace is currently under development and due to be launched.
- The site will be accessible by members of the public to; search, choose, purchase and gain information about social care / health and the wider support opportunities that are available in the Borough and promotion of a Community Led Support approach.
- Adults Support Croydon also aligns with the council's commissioning approach - in supporting the development and stimulation of the market - through the digital marketplace this process will promote more choice / control and independence for people living in Croydon.

Why is an e-Marketplace required – The Care Act

The Care Act 2014 placed statutory duties on all Local Authorities in England:

‘Local authorities must ensure that the promotion of the wellbeing of individuals who need care and support, and the wellbeing of carers, and the outcomes they require, are central to all care and support functions in relation to individuals, emphasising the importance of enabling people to stay independent for as long as possible’

‘the choice of types of care and support, and the choice of care providers available in the local authority’s area – including prevention and reablement services and wider services that support wellbeing. Where possible this should include the likely costs to the person of the care and support services available to them. This should also include information on different types of service or support that allow people personal control over their care and support for example, details of Independent Service Funds, and direct payments’

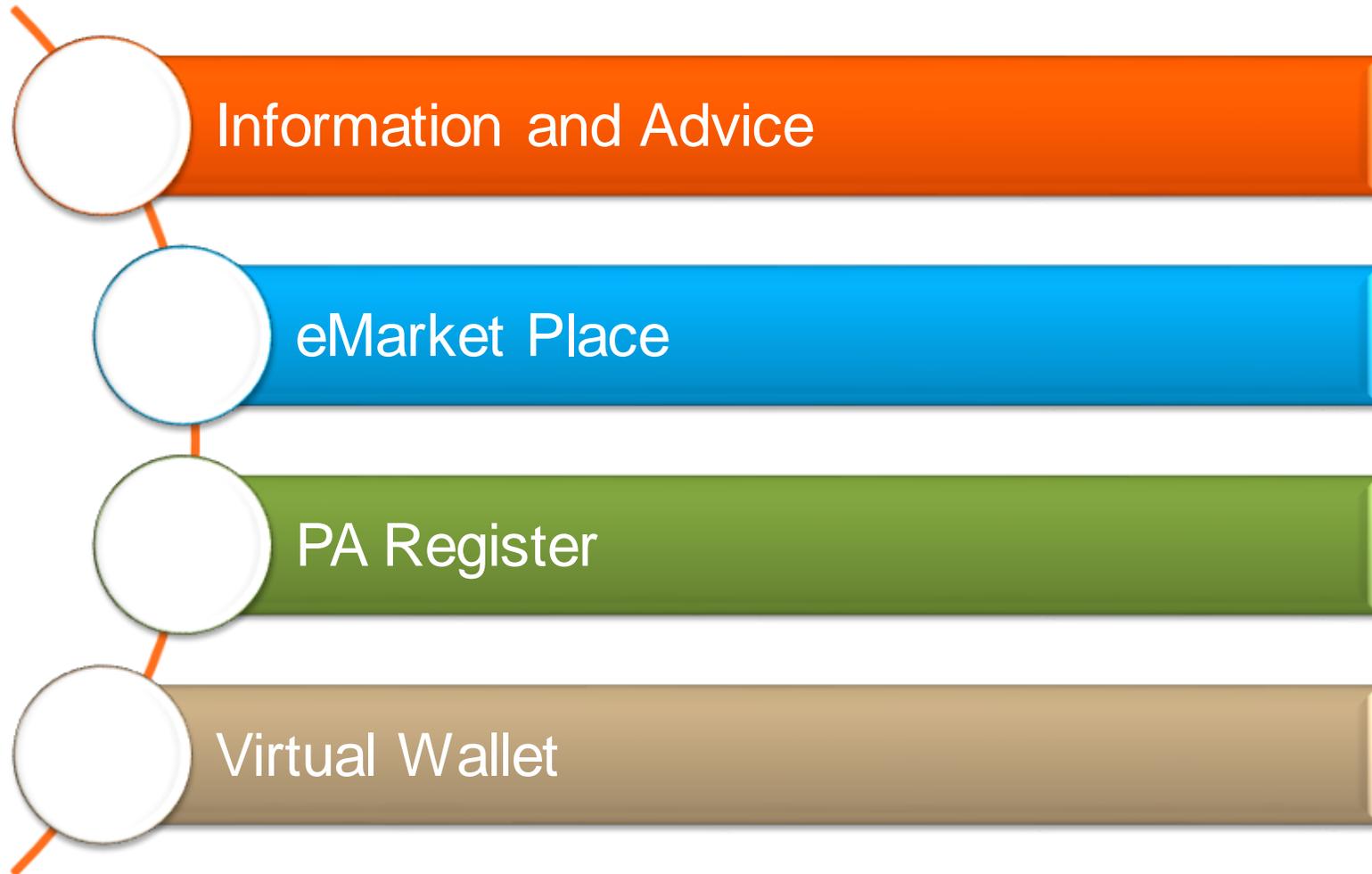
Why is an e-Marketplace required – Benefits

The digital marketplace offers a much wider range of providers / voluntary groups / community groups / services / small businesses / faith groups / support groups etc. as a core offer that will;

- Give providers / groups access to a platform to advertise from which is free and will have a wide reach across the Borough
- Visibility of those services are all in view to people living across Croydon in one place
- Accessibility of those services to people who prefer to access support and services through a digital channel
- People can spend their budget / money on services they choose to and;
- search for free and paid for groups / activities / advice / guidance / information and support available within their communities

Changes first came into force from April 2015

What's covered in the eMarket place



Benefits for Providers / Community Support Groups

E-commerce – quick and easy

Access to new markets – such as self-funders

No set up cost

No on-going cost

Capitalise on personal budgets opportunity

Efficient and effective transactions

Benefits for Providers / Community Support Groups cont'd

Future proofing – digital accessibility

Access to vast social care and market and networks

Not just paid for services

Creation of a master catalogue of products and services

Shaping the local market

Open and transparent service provision

Getting listed on Adult Support Croydon

To join the eMarket place, organisations must complete the registration form. You do not need to offer a paid for service to register. All organisations that offer health and wellbeing services, from voluntary organisations to private businesses can advertise on this site.

Information requested on the registration form include:

- Full name of organisation
- Business/service description – This needs to be very detailed to give potential customers as much information about who you are the service you provide. Please see attached example
- Business category
- Contact number
- Contact email
- Address
- Website
- Individual list of all purchasable service/products
- Individual cost of those services/products

Example of a poor advert

Name of Organisation: ABC123 Care services

Contact details:

Address: 1 Mint Walk, Croydon, Surrey, CR0 1EA

Telephone: 0208 726 6000

Email: Camille.whyte@croydon.gov.uk/emarketplace@croydon.gov.uk/office@catering.com

Business description:

Residential care

eMarket place information

24hr support, Waking nights, dementia care - £450 per week

Name of Organisation: ABC123 Care services

Contact details:

Address: 1 Mint Walk, Croydon, Surrey, CR0 1EA

Telephone: 0208 726 6000

Email: Camille.whyte@croydon.gov.uk/emarketplace@croydon.gov.uk/office@catering.com

Business description:

ABC123 is family owned business, established in 1901. We are located in a beautiful building set over 3 floors in 23 acres of woodlands and have been delivering quality care to local residents since then. We are CQC registered, and provide care to individuals with learning disability, mental health conditions and older people with complex needs. We aim to meet all your needs and more and welcome looking after your loved ones. Due to complexity of care needs we assess all clients before hand to ensure we can meet there needs

The home accommodates 26 individual rooms, with 4 double bedrooms. Each with their own en-suite. There are 3 communal lounge, a dinning room, additional toilets on each floor and a kitchenette. There are 3 laundry room, a large kitchen and a beautiful garden. All rooms are tastefully decorated and the house is well-maintained.

Staff is well trained and training is updated every year.

Services provided: 24hr support, Waking nights, dementia care - £450 per week

Name of Organisation: ABC123 Care Services

Contact details:

Address: 1 Mint Walk, Croydon, Surrey, CR0 1EA

Telephone: 0208 726 6000

Email: emarketplace@croydon.gov.uk/office@catering.com

Business category: Care homes and other housing

Business description:

Registered care home for service users aged 18-65 in need of residential care. Specialising in Dementia care, we support the health and wellbeing of all residents in our care. Ensuring their dignity is maintained and their right and choices promoted. At ABC123 Care Services, there is a wide range of activities to maximise social contact. Service users participate in writing and reviewing their care plan and in planning activities within and external to the home. Experience and trained staff support service users with medication, personal care and activities. And a key worker is assigned to every resident to ensure their needs are continually met. Please refer to our latest CQC report to learn more about the services we provide.

To Register, please visit <https://adultsupport.croydon.gov.uk/>

Any Questions, please email: emarketplace@croydon.gov.uk