

**Catherine Bunten**  
**Assistant Director of Commissioning and Partnerships**  
**Adult Care and Wellbeing Directorate**  
Floor 1, Howden House, 1 Union Street, Sheffield, S1 2SH



Dear Care Staff,

We're writing to you to tell you about changes to our Home Care contracts with our new Care & Wellbeing Service starting on 3 June 2024.

You should have received this letter from your current employer in a sealed envelope. If you have any concerns or questions, please contact us using the details below.

### **What's changing?**

We have completed a thorough process to select which organisations will provide Home Care services on behalf of the Council.

Rather than being spread across the city, the new Care & Wellbeing Service contracts will cover 16 geographical areas and (except for a very small number of cases) all care provided in those areas will be supported by a single provider.

We're very excited about the Care & Wellbeing Service and the benefits we believe it will have for everyone that receives care - and for the people providing this care like you.

The new Care & Wellbeing Service brings a range of benefits for people receiving care and their families.

- Flexible care that is based on what matters to the person, making sure people are connected to their community, and can live the life they want to live.
- Better continuity of care through fewer providers working in more compact local geographical areas.
- A strong voice for people receiving care, their families, and carers, helping us continue to improve these services.
- Improved training (including Advanced Dementia Care), and a better working environment for care workers, with less travel between care visits, all of which will have a positive impact on the care people receive.
- Improved use of technology such as Smartphone Apps will allow families and carers to confirm visits have been made and the person's outcomes achieved.
- Improved communication and better relationships between social work, community health teams and care providers, due to neighbourhood working in compact geographical areas.
- Where there is a need to transfer care workers to one of the new providers, every effort will be made to make sure people receiving care continue to receive care from the same care workers.

The new service also brings benefits for care staff.

- Stronger leadership and management from 14 providers with optimum sized sustainable contracts.
- Long-term job security from the 7-year contract, with an option to extend for another 3-years.
- The consolidated geographical areas will mean less time travelling and more time providing care, with more opportunity to introduce care workers on foot, where they do not have access to vehicles.
- Greater empowerment of Care Providers and workers by introducing outcome-based services, enablement, and trusted reviewer role, providing a better quality of care to people.
- Improved technology, giving workers better tools to provide care, improving job satisfaction, retention, and recruitment, and giving care workers more time to care.
- Improved and consistent workforce development opportunities, improving training, knowledge, and skills (such as Advanced Dementia and Falls Prevention), created by Sheffield City Council and our new care providers working together.
- Introduction of career pathways, improving personal development, retention, and recruitment.
- Where care workers are transferred to a new provider, every effort will be made to make sure people receiving care continue to receive care from the same care workers.

Not all our current providers are moving onto this new contract. This means that some people may see the provider of their Home Care change. Other providers will continue to provide care but may no longer be working in the same area of the city.

### **What this means for you.**

Continuity of care is important to us, so we will look at every opportunity for current care staff to continue to care for the individuals they do now. For some workers this will mean staying with their existing employer if they will continue to work in the same geographic area. For others it will mean giving them the option to move to a new provider through a process called TUPE (Transfer of Undertakings Protection of Employment rights).

Where TUPE is an option, your current employer and the potential new employer will both meet with you to discuss this process and what it will mean for you.

The new service will begin 3 June 2024, but some packages of care and care staff may move sooner depending on individual circumstances.

### **Contact us.**

If you want to talk about this in person, we're holding drop-in sessions where you can speak to Sheffield City Council staff about the changes.

Dates and times of these sessions below. Simply drop in and enjoy a cut of tea, coffee, and biscuits.

Location	Region	Date & Time
<b>Manor Library (Community Space)</b> Ridgeway Road, Sheffield, S12 2SS	South West	Friday 26 April 2024, 10am to 4 pm.
<b>Chapelton Library (Community Space)</b> Nether Ley Avenue, Sheffield, S35 1AE	North East	Wednesday 24th April 2024, 10:00 – 16:00.
<b>Stocksbridge Library (Community Space)</b> Manchester Road, Sheffield, S36 1DH	North West	Monday 8 April 2024, 10 am to 4 pm. Monday 29 April 2024, 12 noon to 4 pm.
<b>Crystal Peaks Library (Community Space)</b> 1-3 Peak Square, Crystal Peaks, Sheffield S20 7PH	South East	Tuesday 9 April 2024, 10 am to 1 pm. Wednesday 1 May 2024, 12 noon to 4 pm.
<b>Darnall Library (Community Space)</b> Britannia Road, Sheffield, S9 5JG	South East	Monday 15 April 2024, 10 am to 4 pm. Friday 10 May 2024, 10 am to 4 pm.
<b>Firth Park Library (Community Space)</b> 443 Firth Park Road, Sheffield, S5 6QQ	North East	Wednesday 17 April 2024, 10 am to 4 pm. Wednesday 8 May 2024, 10 am to 4 pm.
<b>St Mary's Church (Pavilion Room)</b> Bramall Lane, Sheffield, S2 4QZ	South West	Friday 19 April 2024, 10 am to 4 pm. Thursday 9 May 2024, 10 am to 4 pm.

If you have any questions about this change, you can also contact us.:

Email: [asc.crystalpeaks@sheffield.gov.uk](mailto:asc.crystalpeaks@sheffield.gov.uk)

or call our Living & Ageing Well Social Work Team: 0114 205 7326.

You'll also find regular updates on our website [sheffield.gov.uk/care-and-wellbeing-service](https://sheffield.gov.uk/care-and-wellbeing-service), including the contact details for the new Care and Wellbeing Service Providers in your area.

We look forward to meeting you at one of the events.

Yours sincerely,



Catherine Bunten  
Assistant Director, Commissioning & Partnerships, Adult Care & Wellbeing