

SCHEDULE 6 – SERVICE SPECIFICATION FOR SENSORY LOSS FOR HOME SUPPORT FOR ADULTS

1. Introduction

1.1. This schedule sets out the Service Specification relating to the provision of a Sensory Loss Service for Home Support for Adults for Birmingham City Council and the NHS Clinical Commissioning Groups in Birmingham (“the Commissioners”). It describes the service aims, outcomes and standards the Commissioners expect from a Service when a Service is commissioned and one or both of the Commissioners pays towards that placement.

1.2 This Service Specification should be read in conjunction with the Framework Agreement terms and conditions and the applicable Individual Service Agreement and Support Plan.

1.3 This Service Specification should also be read in conjunction with Schedule 2 (Service Specification for Home Support for Children and Young People with Disabilities and Adults).

1.4 The Commissioners will expect the Service to be delivered in accordance with Schedule 2 with the additional requirements as set out as follows.

2. Service Description

2.1 The Provider will need to be able to put specific arrangements into place with regards to:

- **Communication** – A Service User with a Single or Dual Sensory Loss uses a range of communication including clear speech, sign language, tactile communication based on the alphabet. A Service User born with Dual Sensory Loss may have little or no formal communication or may have very specific and skilled modes of communication.
- **Access to information** – this includes difficulty with correspondence and written information such as timetables, websites, bus numbers, use by dates on food; spoken information such as train platform announcements; environmental information such as the layout of a room, finding a seat on public transport, busy traffic, potholes, obstacles on pavements, etc.
- **Mobility** – this refers to the ability to safely move around the home and outside the home. A Service User with a Single or Dual Sensory Loss may appear to have no difficulty in moving around a familiar place, or taking a regular journey but be unable to safely manage an unfamiliar journey or cope with a change such as a blocked pavement on a usual route. A Service User with Single or Dual Sensory Loss ability to move safely out of doors can also vary depending on light levels, for instance between daytime and at night.

3. Training

3.1 Care Act guidance sets out what level of training is appropriate for Dual Sensory Loss and a range of areas which should be covered by training and expertise. Training should be “a minimum of OCN or QCF Level 3, or above where the Service User has higher or more complex needs” in order to undertake an assessment.

3.2 Training should be to a required standard in order to be able to meet the needs of the Service User and appropriate to the role being undertaken.

4. What the training should cover

As a minimum training and expertise should include:

- communication and the individual should either be a ‘native’ British Sign Language user or trained to a minimum of Level 2 British Sign Language;
- one-to-one human contact;
- social interaction and emotional wellbeing;

- support with mobility and if it is a communicator-guide role the individual must have had the necessary training;
- understanding and knowledge of assistive technology and
- enablement.

5. Payment

5.1 Payment will be within the standard payment terms of the Council as set out in Schedule 9 (Finance, Invoicing and Payments).

5.2 At the commencement of the Framework Agreement the rate paid by the Council will be the Home Support Standard Fee which will be adjusted in line with Schedule 14 – Fee Structure:

- 5.2.1 The following arrangements shall apply to home support packages commissioned under the service specification for Sensory Loss Service (Schedule 6).
- 5.2.2 A fee of £4.00 per hour (the ‘Congenital Sensory Loss Premium’) in addition to the Standard Home Support Fee shall apply to packages for congenital sight and hearing loss including Usher Syndrome and any specialist communication need.
- 5.2.3 A fee of £4.00 per hour (the ‘Acquired Sensory Loss Premium’) in addition to the Standard Home Support Fee shall apply to packages for acquired sight and hearing loss.
- 5.2.4 A fee of £4.00 per hour in addition to the Standard Home Support Fee shall apply to packages delivered for Single Sensory Loss where the level of complexity is on a par with Congenital and Acquired Sight and Hearing Loss.
- 5.2.4 Part hour care packages are paid for on a pro rata basis. For example, a 30 minute call will be calculated at 50% of the Standard Home Support Fee and the Congenital Sensory Loss Premium or the Acquired Sensory Loss Premium in addition on a pro-rata basis.
- 5.2.5 For the avoidance of doubt, the Congenital Sensory Loss Premium and the Acquired Sensory Loss Premium will not increase annually.

5.3 Annual price uplifts will be applied in line with Schedule 14 (Fee Structure).