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Dear Homecare Service User 25th May 2022

**Re: Change of Homecare Provider**

I am writing to tell you about a change to your Homecare service and confirm that your homecare support will continue.

You currently receive a homecare service from Bluebird Care on behalf of the City of London. The City’s contract with Bluebird Care will end on 30th June 2022.

From 1 July 2022, Hartwig Care will provide your homecare on behalf of the City of London. This will mean that the carers who visit you to provide your care will change.

**What is The reason for The Change?**

The City contract with Bluebird Care is coming to an end and following a competitive selection process, Hartwig Care were chosen as the City’s Homecare supplier.

**Who are Hartwig Care?**

Hartwig Care is a professional homecare agency, founded in 1999. They provide homecare and a range of complimentary services to residents in their own home across London.

**What happens next?**

The Adult Social Care team will be supporting Hartwig Care through this process and are also available should you have any concerns or questions about your care.

A member of the Adult Social Care Team will contact you before **15 June 2022** to discuss arrangements for you to transfer to Hartwig Care.

**Will my care package change when Hartwig Care starts?**

If you continue to have your homecare service managed by the City of London, there will be no change to your current Care package arrangements. You will receive the same hours of care as you get now from Hartwig Care.

**How will I know if Hartwig Care will provide a good service?**

The City of London has followed strict guidelines in selecting the new Homecare provider, with a strong focus on quality.

We will closely review the new service through regular monitoring, engaging with Adult Social Care, the City Carers group and Healthwatch. The reviews include an assessment of performance, any complaints and feedback received by Hartwig, and an action plan if any improvements are required.

**What if I want to choose my own homecare provider?**

If you do not want Hartwig Care to provide your homecare service, you have the option to use a different homecare provider through a ‘Direct Payment.’

**What are Direct Payments?**

Direct Payments enable service users to self-manage their care and is the amount of money that the City of London can pay to meet your care needs following an assessment.

Direct Payments allow you to choose your own homecare provider or services if you do not want to use the City of London’s homecare provider.

**If I want to arrange my own Homecare, how do I request a Direct Payment?**

The role of City of London Direct Payments Officer is to provide impartial information about the options available for the provision of homecare and to support those choices. The Direct Payments Officer will explain how Direct Payments work before you make any decision about your future homecare.

If you would like to discuss arrangements for a Direct Payment, please contact your social worker directly or contact: [Adultsduty@cityoflondon.gov.uk](mailto:Adultsduty@cityoflondon.gov.uk) and we will arrange for you to meet with the Direct Payments Officer.

**What if I need to talk with someone at the City of London?**

If you would like to discuss any aspects of the change, please contact:

By Email: [commissioning@cityoflondon.gov.uk](mailto:commissioning@cityoflondon.gov.uk)

Or by telephone: Ian Jarman 07961 174777.

If you would like to discuss any other aspects related to your Homecare delivery, please email: [Adultsduty@cityoflondon.gov.uk](mailto:Adultsduty@cityoflondon.gov.uk)

Yours Sincerely

Ian Jarman

Ian Jarman – Commissioning Manager

Department of Community and Children’s Services