**Overview**

Livewell Southwest is a community interest company committed to offering high-quality care and support across Essex, East Anglia, Dorset and northern England. They operate from a wide range of community settings such as community hospitals, clinics, nursing homes, primary care settings, and in people’s homes. They also extend care through online services, making wellness accessible to all.

**The project brief**

In early 2022 Livewell Southwest (LSW) was asked by Devon ICB to take on a caretaker contract for Mayflower Medical Group, a Primary Care Network in Plymouth serving 50,000 patients across five practices. With three months available until contract go-live, Baxendale was asked to lead on the mobilisation of the contract and ensure the safe and smooth handover from the previous provider to LSW.

**We supported the project by:**

* Developing a comprehensive mobilisation plan encompassing all necessary actions to ensure a safe and smooth contract handover.
* Establishing and leading a mobilisation steering group comprised of subject matter experts covering Workforce, Service Model, Governance, Finance & Contracts, Communications & Engagement, Business Intelligence, Digital, Estates and Clinical Governance.
* Managing the mobilisation plan, collaborating closely with stakeholders to ensure timely completion of tasks and effective management of risks.
* Collaborating with the previous provider, Devon Doctors, and Devon ICB to ensure timely transfer of information and troubleshooting any roadblocks.
* Working with all third party suppliers to ensure seamless contract novation or set up of new contracts where necessary.
* Working at the interface between LSW and Devon ICB to establish contractual arrangements.
* Supporting the delivery model options appraisal and subsequent set up of Livewell Primary Care Group, a LSW subsidiary and holder of the caretaker contract.
* Providing support to teams in preparing for go-live, including establishing governance arrangements for both mobilisation and post go-live.

**The outcome**

We successfully supported LSW with the timely mobilisation of the caretaker contract, ensuring a safe and seamless contract handover from Devon Doctors to Livewell Primary Care Group.