

Application Guide

Cambridgeshire County Council
**Home and Community Support
Services (2021)**

August 2024



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Cambridgeshire County Council - Application Guide

Cambridgeshire County Council are working with adam HTT Ltd to refresh their existing Home Support DPS on SProc.Net. The refreshed DPS will cover the below categories:

- Cambridge City and South Cambridgeshire
- East Cambridgeshire
- Fenland
- Huntingdonshire
- Peterborough

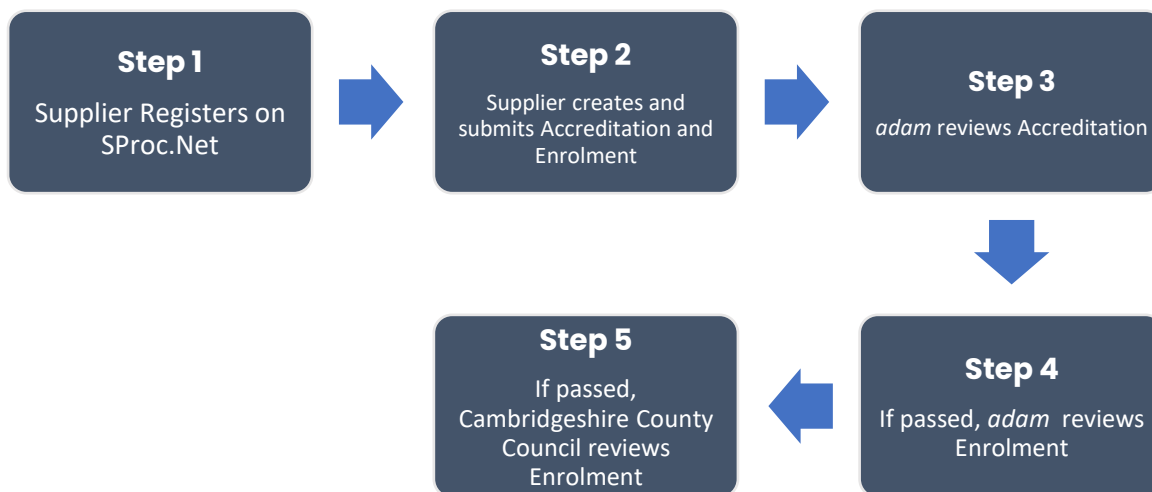
All interested providers will need to complete an Accreditation and Enrolment (A&E) for Cambridgeshire County Council's Home and Community Support Services (2021) category on www.SProc.Net.

This document will cover the following:

- Registration – **this step is not applicable to providers with existing SProc.Net accounts (as they have already 'registered' on the platform)**
- Add Users
- Add Locations
- Accreditation – information required
- Enrolment – information required
- Next Steps

How to join SProc.Net

The step-by-step process to be completed online is as follows:



Please note that if either the Accreditation or the Enrolment is failed, the provider will receive feedback from adam so amendments can be made. Typically, the cycle of these steps will take a maximum of 10 working days. If rejected, provider will receive feedback from Cambridgeshire County Council so that amendments can be made.

Registration

Register

If you already have an SProc.Net account, please skip to the 'Accreditation & Enrolment' section below. If you are a new Cambridgeshire County Council provider, you will need to register your business on the system (<https://www.sproc.net>). If your office/facility is part of a larger parent group, then register on SProc.Net using head office details.

The below shows what is required:

- Business name
- Registered trading name (if different from the above)
- Business tax/VAT number
- Charity registration number (charities only)
- Company registration number (companies only)
- SME status
- Registered business address (Address line 1, City, Postcode etc.)
- Telephone number
- Email address

Add a system user

Once the company details have been filled in, you will be taken to a page to create a system User which will require the following:

- First name
- Last name
- Job title
- Email address

Once the above fields have been completed and the first User has been created, they will receive a username and temporary password. Upon logging into SProc.Net the User will be prompted to change their password. The first User will have the ability to create other Users for their organisation.

Add a location

If your organisation has multiple locations or offices, it is possible to add these additional locations once the company has been registered.

To add a location, go to the Admin tab > My Company > Locations > New, and then follow the steps to fill in the details for the location. This will include:

- Location display name
- Address

Accreditation & Enrolment

The Accreditation and Enrolment is the application criteria to join the refreshed Home and Community Support Services (2021) DPS. Some questions will only have to be answered depending on the response to another question.

1. Accreditation

To start a new Accreditation, you will need to first click on the 'Accreditations' tab at the top of the system page and then 'New'. The following options will then need to be selected:

Client: Cambridgeshire County Council

Category: Home and Community Support Services (2021)

Click 'Next', and then 'Next' on the following page to start your Accreditation.

You will be asked to download, read, and agree to Cambridgeshire County Council's Declaration Statement. Agreeing is done by returning to the Accreditation and ticking:

- I agree to the terms of the document.
- I am authorised to agree.

This table shows the question which will need to be completed as part of your Accreditation.

| Q | Company Information | Trigger |
|---|---|---------|
| 1 | Please confirm that your organisation has received approval to participate in the DPS through the LGSS procurement process. | |

This table shows the documents which will need to be uploaded as part of your Accreditation.

| Documents | Instructional text |
|--------------------------------|---|
| Declaration Statement | Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes 'I agree to the terms of the document' 'I am authorised to agree' |
| LGSS Intention of Award Letter | Please upload a copy of your organisation's LGSS intention of Award Letter |

2. Enrolment

Once the Accreditation is complete, the Enrolment can be started. You do not have to wait for the Accreditation to be approved, however your Enrolment can only be reviewed by adam after you have an Approved Accreditation.

You will first be asked to enter your location. This is done by clicking into the 'Supplier Location' box and selecting your location using the green triangle to the of your company name.

You will then be asked to download, read, and agree to Cambridgeshire County Council's Supplier Contract, and associated documents. Agreeing is done by returning to the Enrolment and ticking:

- I agree to the terms of the document.
- I am authorised to agree.

These documents are listed below:

Appendix 2 - Eligibility Criteria (All Services)

Appendix 3.1 CHC_Referral pathway

Appendix 3.2 MH Referral pathway

Appendix 3.3 OP Call Off Flow Chart

Appendix 3.4 LD Referral pathway

Appendix 3.5 CSC Referral pathway

Appendix 4 Monitoring Framework

Appendix 5 - Mandatory Training Overview April 2017

Appendix 5 - Mandatory Training Standards

Appendix 6 - Safeguarding

Appendix 7- Meds_Management

Appendix 8 Safer Employment Checklist

2 Appendix 10 Call Off Terms and SO

C - 1.0 Children's Social Care

E - 3.0 Delegated Health Tasks

3 INDIVIDUAL SERVICE CONTRACT for HCS 10.03.17

GDPR Notice Care Services

| Q | Company information | Trigger |
|---|---|---------|
| 1 | Please confirm whether you are an Existing or New Cambridgeshire County Council provider | |
| 2 | Please confirm that you have read and agreed to the terms of the Supplier Contract, and associated documentation, in the Contracts section of the Enrolment. | |
| 3 | Please confirm that you will upload evidence of your organisation's CQC Service Provider Registration Certificate. Please ensure that both the CQC Provider and Location IDs are included in the documentation for the respective service location. | |
| 4 | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Employer's (Compulsory) Liability (including volunteers) Insurance = £10m | |
| 5 | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: | |

| | | |
|----|--|------------------|
| | Public Liability (including loss of or damage to Service Users' personal effects) Insurance = £5m | |
| 6 | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Professional Indemnity Insurance = £5m | |
| 7 | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Medical Malpractice Insurance = £5m | |
| 8 | Please confirm you will download the Policy Checklist from the Download Documents section of the Enrolment, fill in all the relevant information and upload it to this Enrolment. | |
| 9 | Please confirm you will download the Training Checklist from the Downloadable Documents section of the Enrolment, fill in all the relevant information and upload it to this Enrolment | |
| 10 | Please confirm you will upload a copy of your organisation's Business Continuity Plan. | 1 - New Provider |
| 11 | Please confirm you will upload a copy of your organisation's Recruitment and Selection Procedure. | 1 - New Provider |
| 12 | Please confirm you will upload 3 examples of staff files to demonstrate the following information is kept as part of these records: <ul style="list-style-type: none"> - Name - Address - Ethnic origin - Completed and signed application form - Signed contract of employment - 2 written references - Evidence of satisfactory DBS (including data received and certificate number) - Photo ID (passport or driving license) - Health declaration - Start date and availability - Training records - Supervision and appraisal records - Next of Kin / Emergency Contact | 1 - New Provider |
| 13 | Please confirm you will upload a copy of your organisation's Safeguarding and Whistleblowing Policy | 1 - New Provider |
| 14 | Please confirm you will upload a copy of your organisation's Late and Missed Calls Procedure. | 1 - New Provider |
| 15 | Please confirm you will upload an example of an individual Care Plan. Please ensure that any personal details concerning the individual have been anonymised from the Care Plan prior to uploading. | 1 - New Provider |
| 16 | Please confirm whether your organisation utilises Client Profiles. If yes, please confirm you will upload an example of an individual Client Profile. Please ensure that any personal details concerning the individual have been anonymised from the Client Profile prior to uploading | 1 - New Provider |

This table shows the documents which will need to be uploaded as part of your Enrolment.

| Documents | Instructional text |
|---|--|
| CQC Service Provider Registration Certificate | Please upload evidence of your organisation's CQC Service Provider Registration Certificate as requested in Question 3. Please ensure that both the CQC Provider and Location IDs are included in the documentation for the respective service location. |

| | |
|--|---|
| Employers Liability Insurance | Please upload evidence of your organisation's Employers Liability Insurance of at least £10m with issue and expiry date visible on the document as requested in Question 4. |
| Public Liability Insurance | Please upload evidence of your organisation's Public Liability Insurance of at least £5m with issue and expiry date visible on the document as requested in Question 5. |
| Professional Indemnity Insurance | Please upload evidence of your organisation's Professional Indemnity Insurance of at least £5m with issue and expiry date visible on the document as requested in Question 6 |
| Medical Malpractice Insurance | Please upload evidence of your organisation's Medical Malpractice Insurance of at least £5m with issue and expiry date visible on the document as requested in Question 7. |
| Policy Checklist | Please download the Policy Checklist, fill in all the relevant information and re-upload. |
| Training Checklist | Please download the Training Checklist, fill in all the relevant information and re-upload. |
| Business Continuity Plan | Please upload a copy of your organisation's Business Continuity Plan as requested in Question 10 |
| Recruitment and Selection Procedure | Please upload a copy of your organisation's Recruitment and Selection Procedure as requested in Question 11. |
| Staff File Examples | Please upload 3 examples of staff files for your organisation as requested in Question 12. To upload multiple files, you can create a ZIP folder by selecting the respective files, right-clicking, and selecting "Send to Compressed ZIP Folder" |
| Safeguarding and Whistleblowing Policy | Please upload a copy of your organisation's Safeguarding and Whistleblowing Policy as requested in Question 13. |
| Late and Missed Calls Procedure | Please upload a copy of your organisation's Late and Missed Calls Procedure as requested in Question 14 |
| Care Plan Example | Please upload an example Care Plan for your organisation as requested in Question 15. Please ensure that this has been anonymised and contains no personal identifiable data prior to upload. |
| Client Profile Example | If you have this, please upload an example Client Profile for your organisation as requested in Question 16. |
| Final ADASS Contract of HCS | Please download, sign and reupload the Final ADASS Contract of HCS |
| 2 Final ADASS Home Care Spec | Please download, sign and reupload 2 Final ADASS Home Care Spec |

3. Adding service categories

The below Service Categories show the areas that Cambridgeshire County Council are including in the refreshed DPS. You will need to select the areas your organisation would like to cover before submitting the Enrolment.

| Service Category | Service Template |
|--|---|
| Home and Community Support Services 2021 | Cambridge City and South Cambridgeshire |
| | East Cambridgeshire |
| | Fenland |
| | Huntingdonshire |
| | Peterborough |

Next steps

Following submission, the Accreditation and Enrolment will be vetted by *adam* and then reviewed by Cambridgeshire County Council. System notifications are issued following each review stage to advise if the application has been Approved.

To register and begin your application, visit <https://www.adamproviders.co.uk/cambridgeshire-county-council-home-and-community-support> and click 'Get started'.