

# Application Guide

Healthier Lancashire & South Cumbria (HLSC)

Contract & Quality Monitoring Tool

adam

# Healthier Lancashire & South Cumbria (HLSC)

## – Application Guide

Healthier Lancashire & South Cumbria Integrated Care System has worked with *adam* to introduce a web-based system, SProc.Net to help manage the organisation's Quality and Contract Management.

HLSC has recognised that there are both issues and opportunities in the local area which could be managed much more effectively if Quality and Contract Management was managed in one place.

The *adam* tool will be used by HLSC to replace and enhance the way that data is currently collected to inform quality improvement.

As a provider, you will be required to register onto the system to provide HLSC with key information about each of your services. Some of the benefits you will experience are:

- **One communication channel**, *adam* will be a centralised hub to allow you to engage with 12 commissioning organisations across the region
- Contract delivery and performance will be managed in a **standardised** way, gone are the days of having multiple contract performance measures
- Your Quality and Contract Management performance will be reviewed to give you regular feedback and support, we will also seek regular feedback from you which will allow for **better collaborative working**;
- Support you to **assess, benchmark and improve** your own performance
- **Simplify your internal process** and achieve the **maximum value** from your contracts by developing your relationship with HLSC, allowing you to dedicate more time to delivering quality care
- Assist you with evidence to **inform your CQC compliance** against the Key Lines Of Enquiry

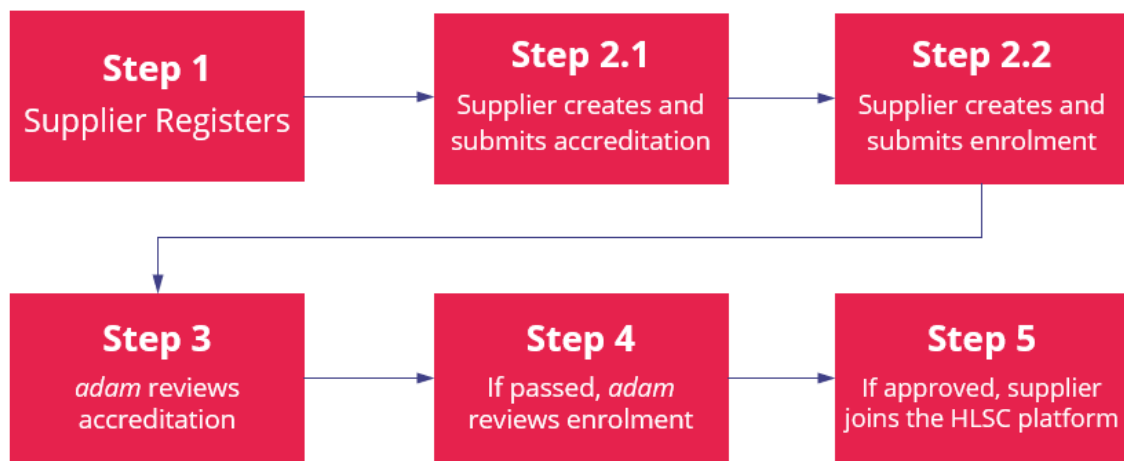
This Application Guide has therefore been created to give you a more in-depth overview of the information that you will be required to provide in order to register onto the system and begin supplying quality information to HLSC. This document will cover the following:

- How to join SProc.Net
  - Registration
  - Accreditation
  - Enrolment
- Next Steps

# How to join SProc.Net

When joining SProc.Net, providers will need to provide certain information to Healthier Lancashire and South Cumbria as part of their onboarding process. It is a simple two step application process consisting firstly of Registration and secondly of Accreditation and Enrolment.

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



Please note that if not approved, the provider will receive feedback from *adam* and can re-apply from Step 2.1 or 2.2. Typically, the cycle of these steps will take a maximum of 10 working days.

# Step 1: Registration

You must register your business on the system ([www.SProc.net](http://www.SProc.net)). For this you will need to provide the following information:

- Full Business Name
- Trading Name (if different from above)
- Business Tax/VAT Number
- Charity Registration Number (Charities only)
- Company Registration Number (Companies only)
- Unique Taxpayer Reference (UTR) Number (if sole trader)
- SME status
- Registered Business Address: line 1, City, County, Postcode
- Telephone number
- Email address

The business name you register with, will be the name shown on the system. You must then create your first administrative user by providing:

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

HLSC would recommend that the Registered Manager is the first administrative user which is created to use the system. Information should be shared with your location's owner/senior management and where a Registered Manager does not exist then a discussion should be held to discuss who should take ownership of this administrative function (which is likely to be the Nominated Individual).

Once the above fields have been complete and the first administrative user has been created, they will receive a username and temporary password. Upon logging into SProc.Net, the administrative user will be prompted to change their password. After this you can proceed to the Accreditation and Enrolment. The administrative user will have the ability to create other users for their organisation.

For further details and support on how to complete this registration process, please visit the 'Contact us' page at <http://demand.sproc.net> or email our supplier engagement team directly at [supplier.engagement@useadam.co.uk](mailto:supplier.engagement@useadam.co.uk).

## Step 2: Accreditation & Enrolment

At the Accreditation and Enrolment stages, your business will need to supply additional information to Healthier Lancashire and South Cumbria (HLSC).

This is completed by providing responses on SProc.Net to a series of questions which have been pre-determined by HLSC. The tables in sections 1 to 2 below set out the questions the provider will have to respond to. Some questions will only have to be answered depending on the response to another question.

### 1. Accreditation

First of all you will need to select the Supply Category which you would like to apply for. For Healthier Lancashire and South Cumbria you will have the choice between Residential Care and Nursing Care. You should select the category relevant to the service that you supply. If you supply both of these services, you will need to complete the Accreditation & Enrolment process twice: one for each category.

The following questions will need to be completed as part of your Accreditation. Please note that question 2 will only be required to be answered should you answer 'Yes' to question 1.

	Company Information	Trigger Question Number
1	Please confirm whether you currently hold a contract with one (or more) of the organisations who form part of Healthier Lancashire & South Cumbria (HLSC). These organisations are: Lancashire County Council, Blackburn with Darwen Council, Blackpool Council, NHS East Lancashire CCG, NHS West Lancashire CCG, NHS Blackburn with Darwen CCG, NHS Greater Preston CCG, NHS Chorley & South Ribble CCG, NHS Fylde & Wyre CCG, NHS Blackpool CCG and NHS Morecambe Bay CCG.	
2	If yes, please confirm the names of these organisations.	1

## 2. Enrolment – Questions

You can begin your Enrolment as soon as you have submitted your Accreditation. You do not have to wait for the Accreditation to be approved; however your Enrolment can only be reviewed by *adam* after you pass the Accreditation.

Within the Enrolment section you will be required to select which of the Service Categories are applicable to you.

If you are enrolling onto the **Residential Care** supply category you will need to complete the following questions as part of your Enrolment:

	Company Information	Trigger Question Number
1	Please self-certify that when selecting Service Categories you will only select the relevant CCG area/district in which you are based. For more information please review the Application Guide which can be found at <a href="http://demand.sproc.net">http://demand.sproc.net</a>	
2	Please confirm the services for which you are registered with the Care Quality Commission (CQC) to provide: <ul style="list-style-type: none"><li>- Challenging Behaviour</li><li>- End of Life</li><li>- Dementia</li><li>- Mental Health</li><li>- Physical Disability</li><li>- Learning Disability</li><li>- Respite Care</li><li>- Intermediate Care</li></ul>	

If you are enrolling onto the **Nursing Care** supply category you will need to complete the following questions as part of your Enrolment:

	Company Information	Trigger Question Number
1	Please self-certify that when selecting Service Categories you will only select the relevant CCG area/district in which you are based. For more information please review the Application Guide which can be found at <a href="http://demand.sproc.net">http://demand.sproc.net</a>	
2	Please confirm the services for which you are registered with the Care Quality Commission (CQC) to provide: <ul style="list-style-type: none"><li>- Challenging Behaviour</li><li>- End of Life</li></ul>	

	<ul style="list-style-type: none"> <li>- Dementia</li> <li>- Mental Health</li> <li>- Physical Disability</li> <li>- Learning Disability</li> <li>- Respite Care</li> <li>- Intermediate Care</li> <li>- Specialist Nursing Care</li> </ul>	
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You will need to confirm as part of your Enrolment that the Service Categories you select are only those applicable to your business. You should select **BOTH** the district in which your business is based **AND** the CCG area which you 'belong' to (please select all that apply). These are as follows:

<b>CCG Area:</b>	<b>District:</b>
<ul style="list-style-type: none"> <li>• NHS Chorley &amp; South Ribble CCG</li> <li>• NHS East Lancashire CCG</li> <li>• NHS West Lancashire CCG</li> <li>• NHS Fylde &amp; Wyre CCG</li> <li>• NHS Greater Preston CCG</li> <li>• NHS Morecambe Bay CCG</li> <li>• NHS Blackpool CCG</li> <li>• NHS Blackburn with Darwen CCG</li> </ul>	<ul style="list-style-type: none"> <li>• Blackburn with Darwen</li> <li>• Blackpool</li> <li>• Burnley</li> <li>• Chorley</li> <li>• Fylde</li> <li>• Hyndburn</li> <li>• Lancaster</li> <li>• Morecambe</li> <li>• Pendle</li> <li>• Preston</li> <li>• Ribble Valley</li> <li>• Rossendale</li> <li>• South Cumbria</li> <li>• South Ribble</li> <li>• West Lancashire</li> <li>• Wyre</li> </ul>

**You should therefore only select a maximum of 2 service categories.**

You can use the following map as a guidance when determining the CCG area in which you are based:

<https://www.lancashire.gov.uk/media/901640/all-ccgs-map-2017.pdf>

When your Enrolment is approved, you will automatically be signed-up to all Service Templates under the category. You will need to enter your profile and unsubscribe from those templates which represent services for which you are not registered to provide with the Care Quality Commission. This information will be included in the training guides accessible on the demand site. A full list of Service Templates can be found below:

<p>Residential Care:</p> <ul style="list-style-type: none"><li>• Challenging Behaviour</li><li>• End of Life</li><li>• Dementia</li><li>• Mental Health</li><li>• Physical Disability</li><li>• Learning Disability</li><li>• Respite Care</li><li>• Intermediate Care</li></ul>	<p>Nursing Care:</p> <ul style="list-style-type: none"><li>• Challenging Behaviour</li><li>• End of Life</li><li>• Dementia</li><li>• Mental Health</li><li>• Physical Disability</li><li>• Learning Disability</li><li>• Respite Care</li><li>• Intermediate Care</li><li>• Specialist Nursing Care</li></ul>
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### 3. Enrolment – Location Details

The final stage of your enrolment includes entering information surrounding your Care Home Location. Some of these responses will require you to select from a drop-down box, and others will require free text responses. You will need to enter all of the following information:

- Care Home Type
- Location Ownership Type
- Square Foot Capacity
- Number of Beds (this should be the number of registered beds)
- Minimum Nursing Weekly Cost Per Bed
- Maximum Nursing Weekly Cost Per Bed
- LA Funding
- NHS Funding
- Private Funding

Once your Enrolment is approved, this information will then be transferred onto your supplier profile page. This information can be updated as often as required, but HLSC will require this information to be updated on a minimum yearly basis. Full information regarding this process will be outlined in HLSC training material.

## Next Steps

For more information on how to create and submit your Enrolment information, please see the Accreditation and Enrolment User Guide available at <http://demand.sproc.net> under the 'Help' section.

Once you have submitted an Accreditation and Enrolment *adam* will review each submission. You can begin your Enrolment as soon as you have submitted your Accreditation. You do not need to wait for the Accreditation to be approved; however your Enrolment can only be reviewed once your Accreditation has been approved.

Once your Enrolment submission has been reviewed, you will receive an email notification confirming whether or not your application has been approved within approximately 10 working days of the date of submission.