

adam

Application Guide

Cambridgeshire County Council

Home and Community Support Services (2021)

adam

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

When joining [SProc.Net](#), providers will need to provide certain information to Cambridgeshire County Council as part of their onboarding process. It is a simple two step application process consisting of 1) Registration, and 2) an Accreditation & Enrolment.

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 (if applicable)
- 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 then need 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 add other company users on the system.

Add a Location

It is possible to add further locations once the company has been registered on SProc.Net.

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

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 Supply Chain Team directly at supplychains@useadam.co.uk.

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.

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 / Response
1	Please confirm that your organisation has received approval to participate in the DPS through the LGSS procurement process.	

Documents	
Declaration Statement	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <p>'I agree to the terms of the document'. 'I am authorised to agree'.</p>
LGSS Intention of Award Letter	Please upload a copy of your organisation's LGSS Intention of Award Letter

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:

Final ADASS Contract of HCS
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
2 Final ADASS Home Care Spec
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

This table shows the questions which will need to be completed as part of your Enrolment. Please note that questions 10-16 will only need to be answered by 'New Cambridgeshire County Council Providers.

Q	Company Information	Trigger / Response
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

Documents	
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.

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.

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

Next Steps

For more details on how to create and submit your Accreditation and Enrolment information, please see the Accreditation and Enrolment User Guide available at www.sproc.net under the 'Help' section.