

## **Frequently Asked Questions: Healthier Lancashire and South Cumbria Contract and Quality Monitoring Tool (Sproc.net)**

1. Can we have a copy of the questionnaire before it is sent out?

Yes, you should have received a copy. If not, please contact your local contract management/quality team.

2. When will the first questionnaire go out?

We are looking to send it out as soon as possible in May – where the data submitted will be for April.

3. What is the information that is collected used for, and who will see this?

For nursing homes, this process will replace their current arrangement in submitting quarterly returns to the CSU/CCG. For the residential homes, this is a new requirement in so much that it is structured rather than adhoc. The data will be used for contract and quality monitoring and it will be local authority, CCG and CSU teams that will have access to it. Of course each provider has access to their own data.

4. Which questionnaires/processes does this replace?

See above question 3.

5. Will the form be sent out monthly? Is there a way to prepopulate the information so that the whole form doesn't have to be completed each time?

Yes the questionnaires will be sent out monthly. There may be some thematic questionnaires which run on annual basis, quarterly or even as a one off. Some responses will auto copy across with the option to update if there has been a change. There are also certain questions which will only require responses based on how you respond to the previous question ("child questions").

6. Can we have a bit longer to complete the first questionnaire, as we are already a few days into the month, and we are not yet familiar with the content and questions?

Care homes will be given a deadline of two weeks to complete each monthly questionnaire. A copy of the questionnaire should now have been sent to you.

7. If we are a dual provider (Nursing and Residential Care) will we have to complete both questionnaires?

No. The questionnaires are in the main identical with one or two differences. Dual registered care homes will complete the Nursing Questionnaire.

8. Can we have a copy of the scoring and how this is done on the questionnaire?

Providers are able to view the rag rating and scoring on submission of their completed questionnaire. However the scoring should not worry you. It is solely for the use of LA/NHS contract and quality teams, highlighting which areas and homes may need more support from us or where we need to ask some further questions to contextualise/understand the data.

9. Who will be subjectively scoring the free-text elements of the questionnaire?

There are no longer any questions which require subjective scoring. However there may be a requirement to introduce this type in the future. Any such questions would be scored representatives from the Local authority, CSU and CCG contract and quality teams.

10. Is current occupancy taken into account anywhere, as this can be different from the capacity?

Yes one of the questions is what has been your average occupancy in the reporting period.

11. Are the location details submitted in the enrolment (price, size etc.) incorporated into the scoring in any way?

No.

12. The understanding of what the system will be doing would have been more useful with commissioning service input. It would have been helpful to have input from LA and NHS at the training sessions.

Thank you for this feedback which will be used to inform future implementation processes. Prior to training being scheduled, providers had been informed of the changes via email correspondence and attendance at the various LA and NHS forums.