

1. The e-form has been issued to the incorrect email address

We are unable to change this for you. Please log into your sproc.net account and update your profile with the correct details. If you need help to do this, please use the live chat functionality.

2. Do I answer questions for residents that are funded by the main organisation in the area I'm based i.e. Lancashire County Council or all residents.

Answers should include all residents. No person identifiable information is being requested via the e-form.

3. What do we mean by a meds management review?

Medication management review refers to a medicines review by the GP surgery (including the GP, Advanced Nurse Practitioner or Pharmacist

4. I've filled the e-form/questionnaire in incorrectly, what can I do?

Contact your local contract management quality team to advise. Unfortunately we are unable to delete the incorrect information or issue a new questionnaire but can note where the error is so it can be appropriately addressed when reporting.

5. What do you mean by meaningful activity provision?

NICE Quality Standard [QS50] Mental Wellbeing of older people in care homes

Quality Statement 1: Participation in meaningful activity

<https://www.nice.org.uk/guidance/qs50/chapter/Quality-statement-1-Participation-in-meaningful-activity>

These are opportunities for people to take part in activity, including activities of daily living, for spontaneous and planned opportunities for older people in care homes to participate in activity that is meaningful to them and that promotes their health and mental wellbeing. Residents will be encouraged to take an active role in choosing and defining activities that are meaningful to them and should be based on their choices and preferences.

For more guidance on meaningful activities provision in care homes please see information on the following link;

<https://www.rcot.co.uk/practice-resources/rcot-publications/downloads/living-well-care-homes>

6. Will I get a reminder if I do not complete?

A reminder notification is currently sent 7 days before the complete by date. If not completed by the specified deadline, the questionnaire is still open for completion but will be reported as 'overdue'.

7. Who can complete the questionnaire?

Both admin and executive users have access view questionnaires, only Admin user access can complete the forms.