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FAQs Document

Midlands and Lancashire Commissioning Support Unit

Care at Home (Lancashire)

Market Engagement Events – 9th, 10th, 11th & 16th February 2021

Question no.	Question	Answer
1	Is the registration process for Healthier Lancashire and South Cumbria's contract and quality monitoring system separate from that to receive care packages through the Lancashire and South Cumbria CCGs?	Yes, but the two systems will work together for contract and quality management. Domiciliary providers will be required to complete Healthier Lancashire and South Cumbria's separate Care at Home registration for quality management purposes, in addition to the Care at Home (Lancashire) registration, which will give you access to future CCG care packages. Supported living providers will only be required to complete Healthier Lancashire and South Cumbria's Supported Living registration.
2	Is this just for CHC packages and not social care packages?	The system will only be used for CHC packages.
3	Does this category meet the needs of people who are looking to employ their own support workers and need payroll services? The presentation seems to be for agencies rather than brokers?	The Care at Home (Lancashire) category is intended for domiciliary agencies and will therefore not meet the needs of brokers.
4	Can we register for this system even though we are not currently on Lancashire County Council's framework?	Yes, this system is open to all providers that meet the required quality standards are met.
5	Do I have to join the SProc.Net platform to keep raising invoices for existing CHC patients?	Yes, all fully funded domiciliary packages will be migrated onto SProc.Net on the 29 th off March. You will be required to join the new platform by then if you would like to receive future

		opportunities with the Lancashire and South Cumbria CCG's and to raise invoices for existing CHC patients.
6	What would the process be if one of our existing clients was fast tracked for CCG funding? Would we still need to place an offer through the system to continue the package?	Yes, in most cases a new Requirement will be distributed on the system, the current provider will then be given a chance to place an offer to continue the care. It is important to note that family choice may be a deciding factor in the award of such contracts, however this will be subject to CCG cost tolerance levels.
7	Will the rates on our existing contracts be re-negotiated upon joining the new Care at Home (Lancashire) category?	No, the rates of your existing contracts will remain as they currently are when they are migrated on SProc.Net for future management and invoicing.
8	How long does the process take to become accredited? i.e., when would be the last date for providers to apply in order to be fully approved from the 29 th March?	Your Accreditation and Enrolment(s) will be reviewed within 48 hours of them being submitted. If they meet the requirements, they will be passed on to the Midlands and Lancashire Commissioning Support Unit for approval. We do recommend starting your Enrolment well in advance of the go-live date, as this will allow you to make any changes to your submission prior to the 29 th of March, should they be required.
9	What happens to our existing clients if we do not pass the Accreditation?	Providers with existing clients do not ordinarily fail their Accreditation. This is because these providers will all be CQC registered and meet the required quality standards. Accreditations can be failed if the required information is not provided in the correct format, but in such cases, providers will be made aware of what is missing and given the opportunity to amend their submission.
10	If I already use the SProc.Net system, do I have to create a new SProc.Net account to be approved onto the new Lancashire category?	Yes, you will be required to complete a separate Care at Home (Lancashire) Accreditation and Enrolment. This is because the different areas using our system for commissioning have different requirements for their approved providers.

11	How can I add additional branch staff members on to the portal?	Additional users can be added to your company's SProc.Net account through the Admin tab situated on the top of your page. Admin > My company > Users > New.
12	Can more than one person per branch have a login? For example, a separate login for someone in the finance department?	Yes, you can set up however many users per branch as is required. As an admin, you are also able to adjust the visibility of each user on the account, so that people working in finance have a view limited to the finance portion of the system, etc.
13	What postcode areas will the Lancashire category cover?	The category will cover the Lancashire and South Cumbria districts. Providers will be able to select the district(s) they would like to cover and will only receive referral notifications within these areas.
14	Will hospital discharges be included on the SProc.Net system?	Yes, they will be.
15	How will providers know that they have the right skill set to support the individual without any pre-assessment work?	Each Requirement is accompanied by a 'pen portrait' which describes the nature of the work that will be required. By reading this description, providers will be in a position to decide whether they have the right skill set to submit an offer for the care package.
16	If multiple providers submit an offer for a package, how is the most suitable provider chosen? i.e. what factors determine the most 'suitable' provider?	Quality and price are weighted 50:50 on the Care at Home (Lancashire) category. Healthier Lancashire and South Cumbria's Quality Management System that will work alongside the DPS will make up a large portion of the quality weighting, alongside your company's CQC rating.

17	Is family choice considered as part of the offer review process?	Yes, they will be considered. However, family requests will almost always be subject to the cost tolerance levels put in place by the CCG's, meaning that they may not always be granted.
18	Will the care packages be able to be split, e.g. short and longer shifts with different companies?	Care packages (Service Agreements) will not be split, so that each provider will have their own set of packages on the system. There might be cases where a patient or 'service user' requires the combined skillsets of two or more providers, and in such cases the providers in question will have their own individual contract for the patient.
19	If we believe that the patient needs longer care (hours) or more carers, do we contact yourselves or go straight to the DN for approval?	The referrer (DN) would be still the first person to speak to about any changes to the package. The clinical team would also need to be made aware before these changes can be actioned on the system.
20	How does the NHS Standard Contract work? Is it agreed at the Enrolment stage, or first when a contract is awarded?	The NHS Standard Contract (Service Specifications) – Lancashire & South Cumbria document is signed during the Enrolment stage and sets out the overarching contractual terms between the Midlands and Lancashire Commissioning Support Unit and each approved provider.
21	Due to cashflow can payments be made weekly?	You can be paid weekly so long as you service receipt weekly. Payments are made 4 weeks after submitting a service receipt. Therefore, when you first start invoicing for a new package of care, there will be a period of 4 weeks until the first payment. If you submit service receipts every week after the first 4 weeks, the payments will be made to you weekly following the initial break of 4 weeks.
22	What types of contract examples does question 19 of the Enrolment refer to? I ask because we have been providing services to MLCSU for several years on a spot contract basis,	Question 19 simply requires you to provide details of up to three previous domiciliary contracts (i.e. patients). For this reason, you can use whichever any examples of domiciliary work available to you, including spot contracts. You will be asked to provide details such as the start and end date of the package, and its approximate value.

	can these examples be used to answer the question?	
23	What if you do not have three previous contracts? (for Enrolment question 19)	Question 19 simply requires you to provide details of up to three previous domiciliary contracts (i.e. patients). Therefore, you will only have to provide details such as the start date, end date and value of up to three previous domiciliary contracts.
24	What sort of financial information do we have to provide to complete the Enrolment questionnaire?	The required information is listed in question 13 of the Enrolment and are as follows: <ul style="list-style-type: none"> • A copy of your audited accounts for the last two years. If this cannot be provided, then one of the below alternatives will do: • A statement of the turnover, profit and loss account, or • A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position, or • Alternative means of demonstrating financial status if you cannot provide any of the above examples.
25	If the funding on a contract changes from LA to CHC, will the contract be moved onto SProc.Net?	Yes.
26	How long is the period between the submission of an offer and the award of a contract?	This time differs from Requirement to Requirement. Generally, most fast track patients need to be placed as soon as possible (same or next day), whilst non-fast tracks are not quite as urgent and can therefore take slightly longer.

27	Does the system support the use of different rates for pop-ins (30 minute visits) and hour long visits?	<p>In submitting your offer for any given package, you will have to provide a blended hourly rate. This rate is 'blended' as it takes into account bank holiday, and any other rates, you would like to apply for that particular package.</p> <p>For example, a company with the following rate types will have to provide a 'blended', or average, hourly rate to submit an offer on a Requirement for which any of these would apply.</p> <ul style="list-style-type: none"> • £6.5/half hour • £13/hr • £14/hr (bank holiday) <p>Blended rate = $((6.5 \times 2) + 13 + 14) / 3 = £13.3$</p>
28	If a carer must stay longer than the agreed time because of an unforeseen incident, how will you manage this short-term increase in hours?	<p>The system's electronic receipting forms allow you to charge for additional hours stayed, you will also have to provide the reason for the extra time charged for. Your receipt will then need to be manually approved before it is paid out. We do ask that you make the placement team aware of such incidents as soon as they occur as this will allow them to anticipate the increased receipt amounts and speed up the manual approval process.</p>
29	How transparent is the new DPS compared to the current system in ensuring fair, and not entirely price driven, placements?	<p>Quality, above all other factors will be the main driving factor in the distribution of care packages. This will ensure a fair and transparent scheme as competitive offers submitted by high quality providers will be considered as equal from a commissioning perspective.</p>
30	Is this simply a race to the bottom for costs or will you select a provider quote on the basis of any advanced skills and capabilities?	<p>Offers will be assessed based on cost and quality (50:50 split). The quality aspect is based on a provider's CQC rating, in combination with data from the integrated Quality Management System. This will ensure that advanced skills and quality are picked up on and used in deciding the most suitable provider for the care packages going through the system.</p>

31	Will providers be put under pressure to submit offers?	No. However MLCSU's Placement Team do run a monthly report on provider activity and engagement with outgoing referrals. Providers identified as being inactive are then contacted to check that they are okay, and support is offered accordingly.
32	Will there be any feedback on the prices that packages go for?	The SProc.Net system allow you to run reports on average position (rank) of your offer compared to other providers. Using this information, you will be able to gauge the competitiveness of your offers and may be able to adjust your prices accordingly. It is however important to note that prices differ across packages and largely depends on their complexity.
33	Will we be notified of future packages, or will we have to constantly check the system?	If your system notifications are turned on, you will be notified via email every time a new referral is placed on the system.