



**Provision of Regulated Homecare Services:
Framework Agreement for Providers in
Somerset**

Quality Questions for

Lots 4 - 6

Pro-Contract reference: **DN230760**

Question 1 - CQC Registration

Do you have Care Quality Commission (CQC) Accreditation for:

- a) Domiciliary Care?
- b) CQC Registration Number
- c) Registered Manager Name
- d) Registered Address
- e) What is your current CQC Rating?
- f) Have you ever had an Inadequate CQC Rating?
- g) If you have answered yes to the above question please give details; including the date you received this rating / date it was removed and reasons for the rating.
- h) If you are a new business and currently do not have a CQC registration?
- i) Any other information

Guidance

This is a pass/fail question. The following will be determined, using the providers current CQC rating:

- Inadequate - FAIL
- Requires Improvement – SCC may seek further information
- Good – PASS
- Outstanding - PASS
- No Rating – SCC may seek further information

Question 2. Agreement to timescales for the service

By expressing an interest in this Lot, I understand that wherever possible response time for opportunities will be no less than 2 working days or in an immediate response call-off no less than 1 hour. However, in circumstances where this is not possible, I agree to call-off response and immediate call-off responses being let under reduced timescales. The response period for each request will be stated at the time of publishing.

Guidance

Please state Yes or No as appropriate. This is a pass/fail question.

Question 3 Safeguarding

Describe how your organisation would deal with the following safeguarding incident, in line with your policies and procedures.

The home care worker notices that Jerry's grandson has moved in. In the course of the next few weeks, the worker often comes across the grandson and his friends sitting in Jerry's living room and drinking beer. She notices that Jerry keeps to his bedroom when they are around, and looks very anxious.

Jerry has dementia. A social worker did an assessment recently, and found that Jerry does not have the mental capacity to make complex decisions about his living arrangements.

Include the following information in your answer:

- Description of the incident;
- How the incident would be identified in the first place;
- How the incident would be reported;
- Who will be notified;
- Timescales;
- What policies would be followed;
- How the individual's needs are clearly prioritised;
- What outcome would be sought and achieved;
- Identification of lessons learnt or training needs as a result of the incident

Guidance

Answers will be scored on the basis of risk.
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Question 4: Service continuity

Describe how your organisation will ensure continuity in the staff who support individual users of the service and carers. Include details of systems you have in place to deal with unexpected staff shortages?

Guidance

Answers will be scored on the basis of risk.
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Question 5: Communication

Explain how you will manage communication and service monitoring arrangements with the service purchaser to demonstrate that your service continues to meet the needs of the users of the service, their families and carers.

Guidance
Answers will be scored on the basis of risk.

Question 6: Training and Development

Describe how your staff are given the opportunity to train, learn and develop their skills. This should be broken down between standard training that all staff receive and training that relates to any specialist areas or individual needs.

Guidance
Answers will be scored on the basis of risk.

Question 7: Promoting Independence

Please describe your approach to delivering care in a way that supports and promotes people's independence.

Guidance
Answers will be scored on the basis of risk.