

Residential and Nursing Care Services (Framework Arrangement) 2013 - 2017 Scheme ID: YORE-95QHXX

Service Specification Appendix 5 Quality Standards Framework

Financial Security and Development Standards

Standard 8		Residents, commissioners and local health and social care are assured of care home operator's long term commitment to local community	Core Quality Standard	Y/N	Enhanced Quality Standard	Y/N
		<i>What we would expect to see</i>				
8 (a)	The care home works closely with local public sector organisations to develop strong partnership working and to ensure that full advantage is taken of opportunities to develop partnerships	Providers are able to demonstrate linkages with Health care professionals and the local community.	100%		n/a	
		Regular and positive engagement with the local community can be evidenced.	n/a		100%	
Standard 9		The care home continuously improves its operational practices to enable efficiency	Core Quality Standard		Enhanced Quality Standard	
		<i>What we would expect to see</i>				
9 (a)	Any systems comply with minimum audit standards for data and user security	Audit standards adhere to minimum legal requirements	100%		n/a	
9 (b)	The care home demonstrates a commitment to developing staff, to develop financial competencies	Demonstrate a commitment to developing finance orientated staff. Relevant formal training occurs at least annually	100%		n/a	
Standard 10		Residents in the care home are protected from collapse through continuity of care through any transition period	Core Quality Standard		Enhanced Quality Standard	
		<i>What we would expect to see</i>				
10 (a)	The care home can demonstrate audits and policies are in place showing rigorous contingency planning for worst case scenarios all of which are regularly considered via the appropriate internal management structures.	Business Continuity Planning - The home/service will have identified any major risks to its operation and will have a plan for ensuring minimum disruption to the service or in the event of possible disruption will have contingency plans in place. This will be part of an ongoing cycle of risk identification, planning and review.	100%		n/a	
		Manage their risks and contingency planning for worst case scenario emergencies.	100%		n/a	

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Standard 11		Residents, their families and commissioner/s can be confident that the care home operator is able to meet the financial demands of providing safe and appropriate services	Core Quality Standard		Enhanced Quality Standard	
		<i>What we would expect to see</i>				
11 (a)	The care home has a sustainable business model and can evidence financial stability.	Business plans are published annually before the start of the providers financial year. Business plans include relevant, detailed financial plans and assumptions, including appropriate risk and sensitivity analysis. Cash Flow forecasts are incorporated within the business plan. Annual accounts or where applicable under the requirements of the Companies Act or other legislation, 'audited accounts', are submitted to support the business plan. Maintenance and Investment plans are provided within the business plan which cover the life of the framework agreement.	100%		n/a	
		Business plans are reviewed Quarterly, the review process demonstrates both responsiveness to the business environment, and the flexible of business plan. E.g. forecasts are compared to actual performance in Profit and Loss accounts and include relevant, detailed financial plans and assumptions, including appropriate risk and sensitivity analysis.	100%		n/a	
		Audit standards adhere to minimum legal requirements	100%		n/a	
11 (b)	The care home's management ensures that the cash flow of the organisation is sustainable.	Debts pose a major issue for residents who struggle to gain access to their own money (difficulty paying fees on time or at all). The care home should demonstrate the policy to address this, and any proposed solutions, and undertake a Quarterly review of debts.	100%		n/a	
11 (c)	An agreed dispute resolution mechanism is in place with creditors to ensure that disputes are resolved in a timely manner	A protocol is established to address disputes and safeguards are in place to limit disputes occurrences.	100%		n/a	
		LCC are notified if there is a dispute which may impact the ability to provide the contracted services	100%		n/a	