

Terms and Conditions

The HCPA Business Development Services form an exploratory and analytical process to gather information and produce an advisory report based on our joint findings. HCPA is not a governing body, commissioner or inspectorate, and the resulting advisory action plans and/or report is provided for support based on the sought information and feedback from your organisation and relevant stakeholders in collaboration.

HCPA does not, in any setting or capacity, **provide professional advice**. The professional information is provided for **general informational and educational purposes only** and is **not a substitute for professional advice**.

The information provided by HCPA is for general informational purposes only and are provided in good faith. **HCPA makes no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability, or completeness of any information** provided.

HCPA shall not have any liability to any member for any loss or damage of any kind incurred as a result of using the service.

HCPA may use third party providers to deliver some services. HCPA will not be responsible for the content or experiences third party providers may offer under informational guidance. The use and reliance of any information provided by third-party partners is **solely at your own risk**.

To the maximum extent permitted, **the services performed and provided by us and our partners, are provided “as is”, with all faults and without warranty of any kind.** HCPA reserves the right to make **changes as and when deemed fit without the need to request consent prior or after changes have been made** to the service.

No verbal or written information or advice given by HCPA, and their third-party providers as part of the Business Development support services will create a warranty.

HCPA Business Development Support Services – Service Level Agreement

The HCPA Business Development Support Services provide a range of quality assurance options to support the facilitation of quality care, as detailed in this document. The services include stakeholder voice evaluation (through the Impartial Feedback Service), in-depth inspection and monitoring support to implement and develop actions aligned to regulatory and monitoring requirements and specific business coaching. The service is open to adult social care providers, with the aim of raising the standard of care across Hertfordshire. This agreement identifies the service that will be provided by HCPA and what actions are required by the care provider to ensure that the service can be carried out to achieve the best outcomes possible. **HCPA are not involved in the compliance process and cannot guarantee the outcome of any compliance or monitoring visits.**

It is important that time is allocated and protected in order for the service to be successful. HCPA reserve the right to make a charge for the time involved if an organisation does not attend scheduled meetings and/or complete agreed actions, which will have a detrimental effect on the outcome of the support service, this will not exceed £150.

Here is an outline of the Business Development Offers available to you.

1. Business Continuity Planning (BCP)

HCPA will:

- Provide a bespoke 1:1 consultation service – will consist of 8 x 1 hr sessions.
- Agree the times and dates of the sessions, and book them in advance.
- Establish who, from the provider, will take the lead and who will contribute.
- Provide a template to use and a video series, to help guide you through the process.
- Work through weekly sessions and give guidance and support where needed.
- Provide regular feedback on actions to be taken.
- Follow up with confirmation outlining the agreed support via email. The monitoring officer (if applicable) will be copied in to ensure they are aware of the agreed plan.
- Make three attempts to make contact and arrange a time to meet, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Ensure confidentiality.
- Share best practice.

Provider will:

- The provider lead will agree and attend all sessions as a priority and avoid sending staff to cover the sessions who are unfamiliar with the agreed support and progress made to avoid hindering progress.
- If the provider cannot make the agreed session, then they will watch the video for that week and catch up the work before the next session.
- Brief all staff on the BCP once it has been completed.
- Commit to keeping the BCP under regular review and complete audits of data to ensure it is up to date at all times.
- Attend/Engage in regular feedback sessions to support the completion and development of actions identified to ensure compliance requirements are achieved.

2. Inspection and Monitoring Support Services

2.1. CQC Single Assessment Framework - Evidence Categories for Pre-Inspection Support

HCPA will:

- Provide a bespoke 1:1 consultation service which will consist of 5 x 1-2 hr sessions.
- Arrange a scoping meeting to establish any current challenges, issues and successes and agree the proposed support and requirements of service.
- Agree the number of consultation /days on site and all session dates during this meeting.
- Establish who from the provider will take the lead and who will contribute.
- Provide a toolkit to use to collect evidence to meet the current expectations.
- Work through the new CQC Single Assessment Framework toolkit. Each session will cover a KLOE and the provider will be prompted to evidence the quality statements and record them on the toolkit.
- Make three attempts to make contact and arrange a time to meet, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Collate data, review, develop a relevant action plan and provide an end of support report on findings.
- Update the Monitoring Officer of progress made (if applicable).

The Provider will:

- The provider lead will agree and attend all sessions as a priority. If sending another member of staff to cover a meeting is unavoidable, then the person must be familiar with our service and introduced to the Business Development Coach in advance of the meeting?

2.2. Governance and Quality Assurance – Pre and Post Inspection Support

HCPA will:

- Provide a bespoke 1:1 consultation service – this will consist of 3 x 2 hr sessions (up to 5 if needed)
- Arrange a scoping meeting to establish any current challenges and issues and agree the proposed support and requirements of service. Agree the number of consultation /days on site and all session dates during this meeting. Sessions which may be virtual or on-site. The number of sessions to be agreed prior to start.
- Work with the Care Manager and other relevant staff to provide support and identify priorities.
- Provide a list of documents required outlining what will be covered in the initial 3 sessions and discuss proposed focus and approach for any additional sessions required.
- Work through proposed areas of focus covering Quality Assurance and Governance. Carry out a quality audit that will provide an objective view of compliance.
- Provide support to develop processes and systems that will promote good quality assurance practices for the future.
- Work with the HCC Monitoring Team to communicate development activity aligned to the action plan or support the Care Manager to do so.
- Follow up with confirmation outlining the agreed support via email. The monitoring officer (if applicable) will be copied in to ensure they are aware of the agreed plan.
- Provide regular feedback on progression (timing to be agreed) to both the manager and Senior Leadership Team. Establish who, from the provider, will take the lead and who will contribute.

- Make three attempts to make contact and arrange a time to meet, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Ensure confidentiality.
- Share best practice.
- Collate data, review, develop a relevant action plan and provide an end of support report on findings.

The Provider will:

- Provide relevant information as requested by HCPA Business Development Coach.
- Be open and transparent to enable the best outcomes. All information will remain confidential.
- All meetings will be pre-arranged, and the identified staff member will attend sessions and the provider will ensure that the session time is protected and focussed as a priority.
- The Care Manager will be supported by their organisation to prioritise all required activity.
- Attend/Engage in regular feedback sessions to support the completion and development of actions identified to ensure compliance requirements are achieved.
- Ensure that a member of the SLT is regularly engaging with the HCPA Coach for on update on progress and for insight to key areas of development or strength. The provider lead will agree and attend all sessions as a priority and avoid sending staff to cover the sessions who are unfamiliar with the agreed support and progress made to avoid hindering progress. If appropriate the Care Manager will be supported by the organisation to prioritise the activity.
- Attend/Engage in regular feedback sessions to support the completion and development of actions identified to ensure compliance requirements are achieved.

2.3. Post-Inspection Action Planning

HCPA will:

- Provide a bespoke 1:1 consultation service.
- Work through proposed areas of focus covering CQC and/or PAMMS actions and complete in the template provided by HCPA.
- Work with the relevant manager and other relevant staff to identify solutions to areas identified within the monitoring/compliance report to support quality improvement, and to develop processes and systems in line with required service actions and to promote good quality assurance practices for the future.
- Follow up with confirmation outlining the agreed support via email. The monitoring officer (if applicable) will be copied in to ensure they are aware of the agreed plan.
- Make three attempts to make contact and arrange a time to meet, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Provide regular feedback on progression (timing to be agreed) to both the manager and Senior Leadership Team. Establish who, from the provider, will take the lead and who will contribute.
- Ensure confidentiality.
- Share best practice.

The Provider will:

- Ensure that a member of the SLT is regularly engaging with the HCPA Coach for on update on progress and for insight to key areas of development or strength.

- The provider lead will agree and attend all sessions as a priority and avoid sending staff to cover the sessions who are unfamiliar with the agreed support and progress made to avoid hindering progress. If appropriate the Care Manager will be supported by the organisation to prioritise the activity.
- Attend/Engage in regular feedback sessions to support the completion and development of actions identified to ensure compliance requirements are achieved.

3. Business Coaching

3.1 Executive Coaching

HCPA will:

- Provide a bespoke 1:1 consultation service. Will consist of 5 free sessions. (Additional sessions can be purchased at a cost to the provider).
- Establish any relevant current challenges, issues and successes and agree the requirements of the service.
- Work with the representative of the organisation to address challenges and develop solution focussed outcomes that are implemented by the organisation.
- Make three attempts to make contact and arrange a time to meet, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Ensure confidentiality.
- Share best practice.

The provider will:

- All meetings will be pre-arranged, and the identified staff member will attend sessions as a priority.
- If a registered manager applies for supervision the owner/proprietor/line manager must be aware and in support of this
- If appropriate the Care Manager will be supported by the organisation to prioritise the activity.
- Attend/Engage in regular feedback sessions to support the completion and development of actions identified to successfully complete the coaching programme.

3.2 Supervision for Registered Managers/ Nominated Individuals

HCPA will:

- Provide a bespoke 1:1 consultation service. Will consist of 6 bi-monthly sessions per year.
- Establish any relevant current challenges, issues and successes and agree the requirements of the service by setting goals targets.
- Work with the registered manager or proprietor of the organisation to address challenges and develop solution focussed outcomes that are implemented by the organisation.
- Make three attempts to make contact and arrange a time to meet, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Ensure confidentiality.
- Share best practice.

Provider will:

- All meetings will be pre-arranged, and the identified staff member will attend sessions as a priority.
- Attend/Engage in regular feedback sessions to support the completion and development of actions identified to successfully complete the coaching programme.
- If a registered manager applies for supervision the owner/proprietor/line manager must be aware and in support of this.

3.3 Grow your Business

HCPA will:

- Provide a bespoke 1:1 consultation service which will consist of up to 5 x2 hr sessions.
- Work through the proposed stages of the support framework, including 'setting up', 'growing' and 'maintaining' a care business.
- Follow up with confirmation outlining the agreed support via email. The monitoring officer (if applicable) will be copied in to ensure they are aware of the agreed plan.
- Make three attempts to make contact and arrange a time to meet, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Arrange additional follow-up meeting as needed.
- Share best practice.

Note: Please note that this is a support service and does not guarantee additional business.

The Care Provider will:

- All meetings will be pre-arranged, and the identified staff member will attend sessions as a priority.
- Attend/Engage in regular feedback sessions to support the completion and development of actions identified to successfully complete the programme.

4. Impartial Feedback Service (IFS)

HCPA will:

- Provide survey link with example script to send out to stakeholders to maximise uptake.
- Give time frame in which the survey is to be completed (usually 5 weeks)
- Give regular updates of progress (usually weekly)
- Complete report once both the completion date has been reached and a there is a minimum of 40% of stakeholder uptake. The report will not be run if these criteria are not met.
- Make three attempts to engage, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Will support by identifying potential actions within the report to respond positively to feedback and support the manager to develop these to inform all stakeholders including CQC and HCC if relevant.

The provider will:

- Provide relevant information as requested.
- Send out the script and survey link to all stakeholders, (people using the service, families/friends, staff and professionals).
- Provide support to people who use the service to complete the survey in form of tablets to access the link and advocates if needed.
- Chase all stakeholders to achieve uptake.
- Will need to review and consider the results to gain maximum benefit for the organisation from engaging in the service.

5. Culture

5.1 6C's Culture Check Survey

HCPA will:

- Provide survey link with example script to send out to ALL staff.
- Give time frame in which the survey is to be completed (usually 5 weeks)
- Give regular updates of progress (usually weekly)
- Complete report once both the completion date has been reached and a there is a minimum of 80% of stakeholder uptake. The report will not be run if these criteria are not met.
- Make three attempts to engage, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.
- Will support by identifying potential actions within the report to respond positively to feedback and support the manager to develop these to inform staff and others including CQC and HCC if relevant.

The provider will:

- Provide relevant information as requested.
- Send out the script and survey link to all staff.
- Chase all staff to achieve uptake.
- Will need to review and consider the results to gain maximum benefit for the organisation from engaging in the service.

5.2 Cultural Values in Care

HCPA will:

- Provide survey link with example script to send out to ALL staff and Individuals using the service.
- Give time frame in which the survey is to be completed (usually 5 weeks)
- Give regular updates of progress (usually weekly)
- Complete report once both the completion date has been reached and a there is a minimum of 40% of uptake. The report will not be run if these criteria are not met, and we will not be able to refund any payment made for the service.
- Make three attempts to engage, but if, after the third attempt, there is not response, we will close the offer and remove you from the pipeline. If you wish to engage thereafter, you will be added to the pipeline and will need to wait for the next available slot.

- Will support by identifying potential actions within the report to respond positively to feedback and support the manager to develop these to inform staff and others including CQC and HCC if relevant.

Provider will:

- Provide relevant information as requested.
- Send out the script and survey link to all staff and Individuals using the service.
- Chase all staff and Individuals using the service, to achieve uptake.
- Will need to review and consider the results to gain maximum benefit for the organisation from engaging in the service.

Please note that by signing these terms and conditions, you are agreeing to our overall business development terms. However, please read the terms of each service that you are engaging in.