

FACTS SHEET FOR LEWISHAM HOMECARE APPROVED PROVIDERS - MARCH 2016

1. Appointment of Approved Providers

- a. The Council will be responsible for appointing providers onto the Approved Provider list. The Council reserves the right to take off a Provider from the list if there are serious concerns and/or issues.
- b. The Approved Provider List will be open and Providers can join or leave the list at any time.

2. Contract

- a. Your contract shall be with the Lead Provider who subcontracts to you and not Lewisham Council.

3. Payments/Rates

- a. Lead Providers will pay Approved Providers according to the terms and conditions agreed in the contract between them.
- b. The rate of pay shall not be below the Direct Payment rate and must be sufficient for Approved Providers to pay care workers London Living wage and travel time. This means that the Approved provider shall receive the same rate for London Living wage rate, travel time and any other employee costs that are affected by the London living wage. Lead Providers will be discretionary and shall negotiate with individual Approved Providers regarding some parts of management/overhead costs which are expected to be absorbed in the this service model. Each of the Four Lead Providers has different rates and their rates are all flat pro rata. The average price from 1 April 2016 for the four Lead Providers are Mon-Sun £16.63 per hour pro rata and Bank Holidays £22.64 per hour pro rata.

4. Use of Approved Providers

- a. Approved Providers will be used in circumstances such as
 - i. For additional capacity when the Lead Provider temporarily has not got capacity. The Lead Provider may take back Service Users when capacity becomes available
 - ii. specialist services which are unavailable to Lead Providers

5. Volume of work

- a. No Approved Provider will be preferred over the other and Lead Providers are free to source capacity from Approved Providers in no particular order.
- b. There is no guarantee of hours for any one Approved Provider.

6. Quality Assurance and Safeguarding

- a. Lead Providers will be expected to report any Approved Provider quality concerns/issues.
- b. Approved Providers will be expected to follow the overall safeguarding process via the Lead Providers (for the particular Service User(s) concerned).

7. Service Delivery

- a. Approved Providers will be expected to familiarise themselves with the Homecare Service Specification in order to deliver services that are aligned with the ethos, aims and objectives of the specification.

8. Electronic Call Monitoring

- a. Approved Providers will be expected to use the Electronic call monitoring system of their contracting Lead Provider for the relevant Service User.