

Fair Cost of Care Online - 65+ Care Home Provider User Guidance

How to Register for the Fair Cost of Care Tool

We are pleased to announce the launch of the Fair Cost of Care tool for 65+ Care Homes.

The free online data collection tool was commissioned by CHIP (Care and Health Improvement Programme) (delivered by ADASS and the LGA (LOCAL GOVERNMENT ASSOCIATION)) for use by Care Home Providers and Local Authorities in England to input, share and collate data for the DHSC (Department of Health and Social Care) Cost of Care Exercise.

This short user-guide will walk you through the registration process. Please note - Full guidance will be released w/c 23rd May.

1 - Getting Started: How to Register for the Fair Cost of Care tool

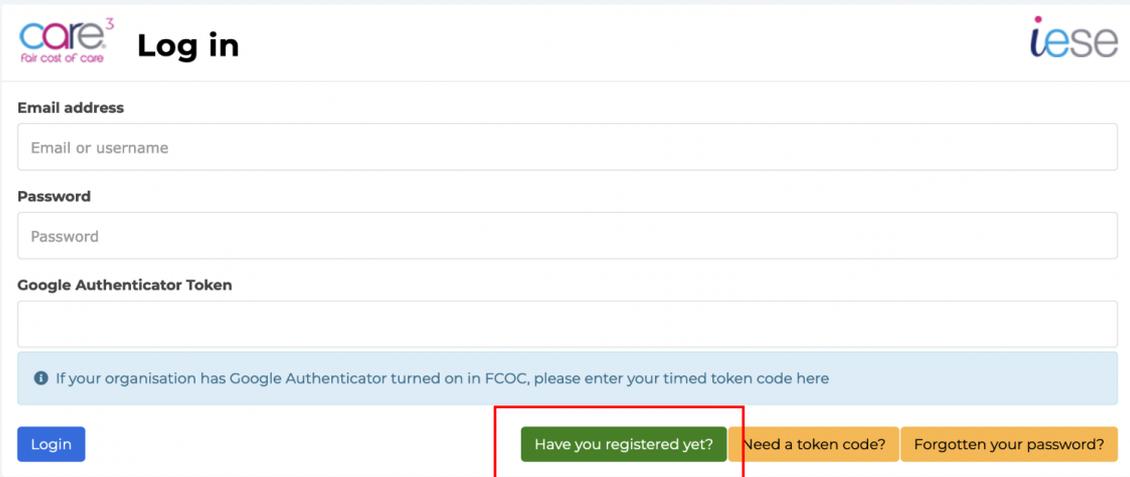
Getting started on the FCOC tool is simple. Follow the steps below to register for an account.

1.1 - Step 1: Identify your primary user

As outlined in previous communications, you will need to identify a primary user to act as an administrator for your organisation. This person can add any additional users, including additional primary users, sub-users, and users with read-only access.

1.2 - Step 2: Navigate to <https://fcoc.carecubed.org/>

Your primary user should head over to <https://fcoc.carecubed.org/> where you will see the log-in screen:



To register for the FCOC tool – hit the green button above: ‘Have you registered yet?’

1.3 - Step 3: Complete your registration details

Once you have selected 'Have you registered yet?', you will be redirected to the following screen where you will see a radio button asking you to select what type of organisation you are:

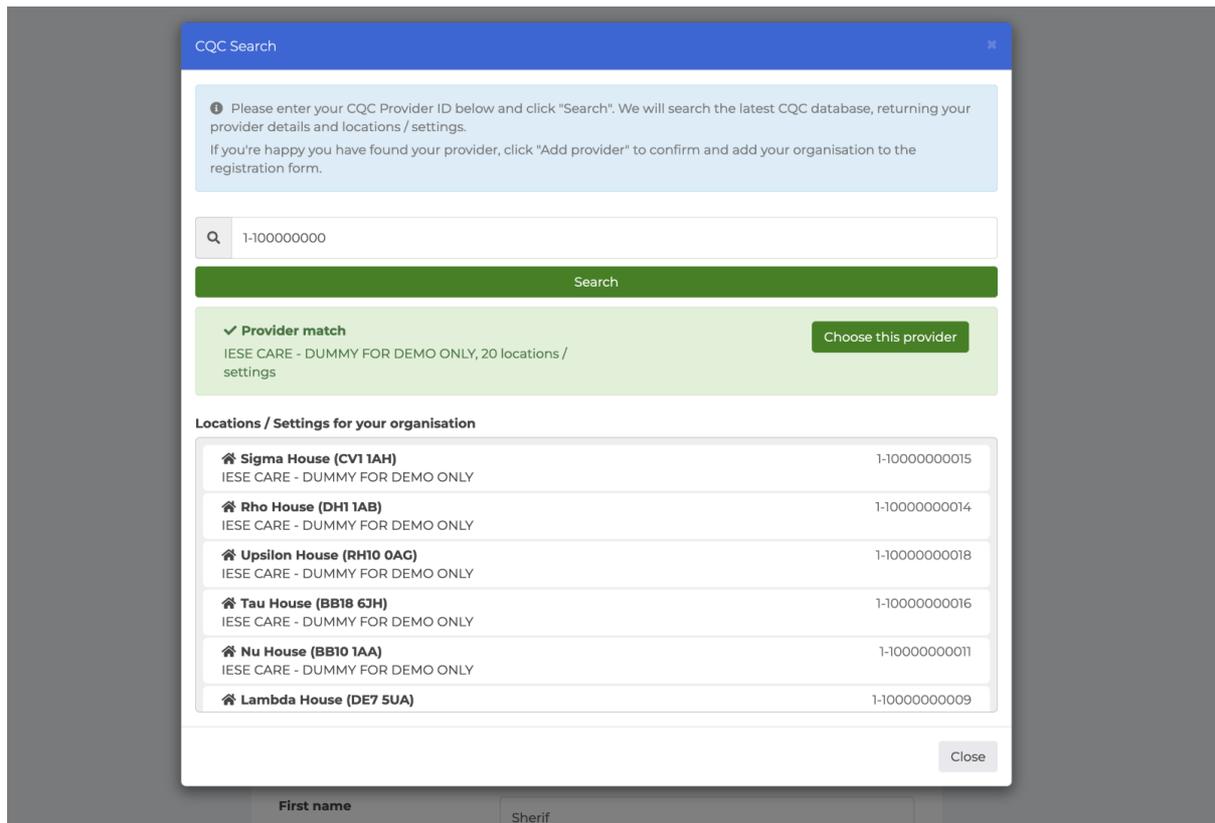
The screenshot shows the 'Register for the FCOC' form. At the top right is the care³ logo. A light blue banner contains the following text: 'Welcome to the Fair Cost of Care tool for 65+ Care Homes. The tool was commissioned by CHIP (delivered by ADASS and the LGA) for use by Care Home Providers and Local Authorities in England to input, share and collate data for the DHSC Cost of Care Exercise. Please complete the registration form below to get started.' Below this, the 'Type of organisation' section has two radio buttons: 'Provider' (selected) and 'Local Authority'. The 'Primary organisation CQC number' section has a text input field and a note: 'If you are a larger organisation with multiple CQC provider number, please use your main CQC entry here. You will be able to change the name of your legal entity within FCOC.' Below this is a green 'Find my organisation' button. The 'Do you have multiple provider numbers in the CQC?' section has two radio buttons: 'No' (selected) and 'Yes'.

Please select Provider as shown above and then enter your CQC provider registration ID into the search bar as shown below:

The screenshot shows a 'CQC Search' modal window. It has a blue header with the title 'CQC Search' and a close button. The main content area contains an information icon and the text: 'Please enter your CQC Provider ID below and click "Search". We will search the latest CQC database, returning your provider details and locations / settings. If you're happy you have found your provider, click "Add provider" to confirm and add your organisation to the registration form.' Below this is a search input field with a magnifying glass icon and the placeholder text 'CQC Provider ID'. A green 'Search' button is positioned below the input field. A 'Close' button is located in the bottom right corner of the modal.

If you are a larger organisation with multiple CQC provider numbers, **please use your main CQC provider ID here**. You will be able to group together your various CQC Provider entities and associated Care Homes into a single account and change the name of your legal entity within FCOC later.

Once you have entered your CQC Provider ID – please hit search:



Once you have found your Provider details – you will see a green bar indicating a **Provider match** and will be shown a list of all the associated settings grouped under the CQC registration ID you provided.

Please select **'Choose this provider'** to confirm and add your organisation into the registration form.

As mentioned, you may wish to add multiple legal entities or provider registrations into the same account; you are able to do so by selecting 'Yes' – I have multiple Provider entities in the CQC, and identifying these secondary organisations following the same process (see below):

Register for the FCOC

Introduction for the FCOC tool will be inserted here.

Type of organisation

Provider
 Local Authority

Primary organisation CQC number

If you are a larger organisation with multiple CQC provider number, please use your main CQC entry here. You will be able to change the name of your legal entity within FCOC.

Do you have multiple provider entries in the CQC?

No
 Yes

Secondary organisations within CQC

You can select additional CQC providers to attach to your FCOC organisation. All locations under each additional provider will be created and drawn into your FCOC account.

Find my organisation

Find my other organisations

To find your other organisations – hit the green button ‘Find my other organisations’ and input your additional CQC provider IDs and hit search:

The screenshot shows a 'CQC Search' modal window overlaid on a registration form. The modal has a blue header with the text 'CQC Search' and a close button. Below the header is a light blue information box containing the following text: 'Please enter your CQC Provider ID below and click "Search". We will search the latest CQC database, returning your provider details and locations / settings. If you're happy you have found your provider, click "Add provider" to confirm and add your organisation to the registration form.' Below this is a search input field with a magnifying glass icon and the placeholder text 'CQC Provider ID'. A green 'Search' button is positioned below the input field. To the right of the modal is a 'Close' button. In the background, the registration form is visible, showing a 'Find my organisation' button and a 'Find my other organisations' button. The form also includes a question 'Do you have multiple provider entries in the CQC?' with radio buttons for 'No' and 'Yes' (selected), and a section for 'Secondary organisations within CQC' with a text area and a 'Find my other organisations' button.

You can bring together as many different legal entities as you would like into the same FCOC account. As mentioned previously, you will be able to change the group name within the manage organisation panel of the system.

Once you have identified your chosen Local Authority, please complete the remaining fields, review the Terms and Conditions, and select ‘Register now’ to complete the sign-up process:

The screenshot shows the registration form with the 'Primary user' section and 'Terms & Conditions' section. The 'Primary user' section has a blue header and contains the following text: 'Please enter your own details below. You will be the primary user for this organisation, which will allow you control over your own additional FCOC users and account'. Below this are four input fields: 'First name' (Sherif), 'Surname' (Attia), 'Email address' (faircostofcare@gmail.com), and 'Contact telephone' (07887383450). The 'Terms & Conditions' section has a blue header and contains the following text: 'iESE CareCubed Fair Cost of Care Service: End User Licence Agreement (EULA)'. Below this is a pink heading '1 Terms & Conditions' followed by the text: 'By registering on www.fcoc.carecubed.org for the iESE CareCubed FCOC Fair Cost of Care service (CareCubed FCOC), you agree to the following terms and conditions.' Below this is another pink heading '2 Definitions' followed by the text: 'CareCubed FCOC is defined as the iESE CareCubed FCOC Fair Cost of Care service'. At the bottom of the 'Terms & Conditions' section is a green checkmark and the text: 'I have read and agree to the Terms & Conditions above'. A green 'Register now' button is located at the bottom right of the form.

Once you have provided your details, please review the Terms and Conditions before selecting 'Register now'.

1.4 - Step 4: Verify your email address

Once you have completed the registration form, you will receive an email asking you to 'verify your email address' as shown below:

fcoc

New FCOC organisation

Thank you for registering on the FCOC.

Please [verify your email address](#) to complete your registration for

© IESE 2022

Once you have received the message, please select the hyperlink to verify your email address.

IMPORTANT: Please ensure you check your junk mail for any lost messages!

1.5 - Step 5: Receiving your Log-in Details

Once you have verified your email address, you will receive a separate email providing you with a log-in password and hyperlink to access the online tool. You will see the following message:

*Your organisation's setup on FCOC has been processed and is now complete. Your login details are shown below and will become active **within 5 minutes**.*

fcoc

Your organisation's setup on FCOC has been processed and is now complete. Your login details are shown below, and will become active **within 5 minutes**.

Once you have logged in, you'll be able to invite sub-users to join you.

Username

Password

Log in at <https://fcoc.carecubed.org>

© IESE 2022

Once you have logged in, you'll be able to invite new primary and sub-users to join you.

1.6 - Step 6: Log in at <https://fcoc.carecubed.org>

Once you have received your user credentials, please head over to <https://fcoc.carecubed.org> and log in to the system using your email and password:

care³ **Log in** iESE

Email address
Email or username

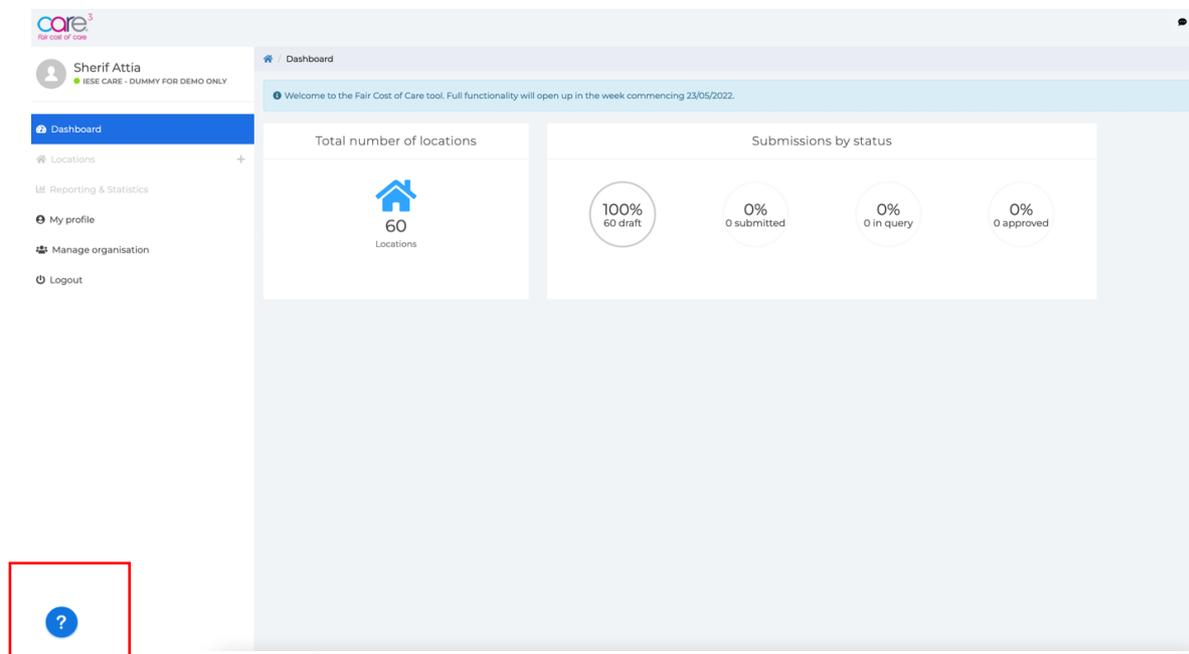
Password
Password

Google Authenticator Token

If your organisation has Google Authenticator turned on in FCOC, please enter your timed token code here

Login Have you registered yet? Need a token code? Forgotten your password?

Once you log into the system you will be redirected to the dashboard, please see below:

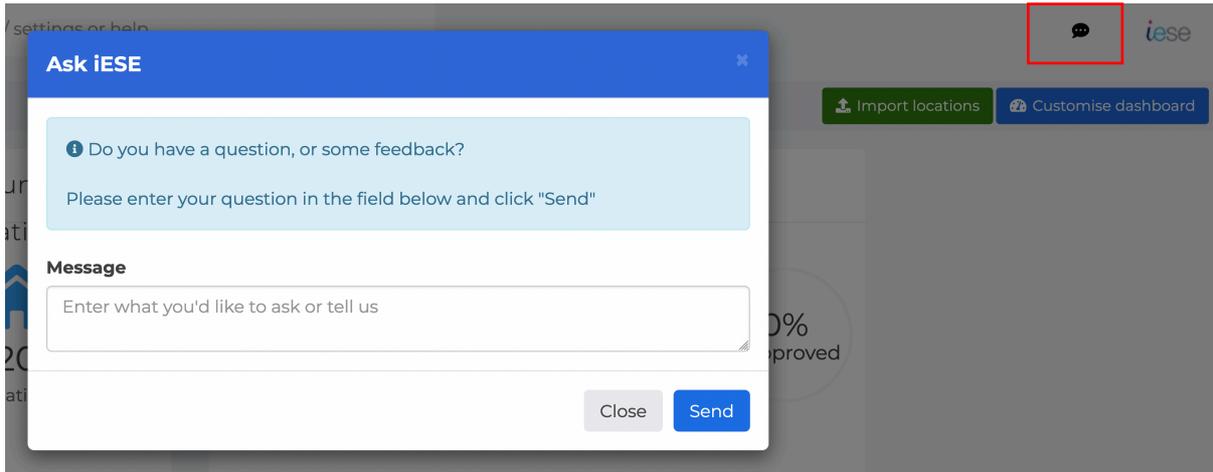


When you access the Fair Cost of Care tool for the first time you will see a restricted view of the application. This is part of a planned, phased approach to release. Once logged in you will be able to set-up additional users and amend the organisations security settings e.g., turning on two-factor-authentication.

To support you with managing these setting and inviting new user, you will be greeted by a virtual tour of the system and have a series of walk throughs accessible via the blue question mark visible in the left-hand corner of the screen (see image above).

2. Fair Cost of Care Support

If you have any issues or support queries, please contact the Fair Cost of Care support team by clicking on the speech bubble icon at the top of the screen and entering the details of the issue or query:



Alternatively, you can email us at carecubed@iese.org.uk.