

## 65+ Care Home Cost of Care Tool: Guidance for Care Providers

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

This free online 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 for 65+ Care Homes.

The tool builds on the already established and widely used CareCubed platform – which is used by over one third of councils and more than 50 providers across children and young people, working age adults and older people. If you would like to find out more about CareCubed please contact [CareCubed@iese.org.uk](mailto:CareCubed@iese.org.uk).

This user guide is written from a Care Provider perspective and will walk you through the available functionality within the solution, from user registration to data submission and through to handling queries.

**65+ CARE HOME COST OF CARE TOOL: GUIDANCE FOR CARE PROVIDERS .....1**

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

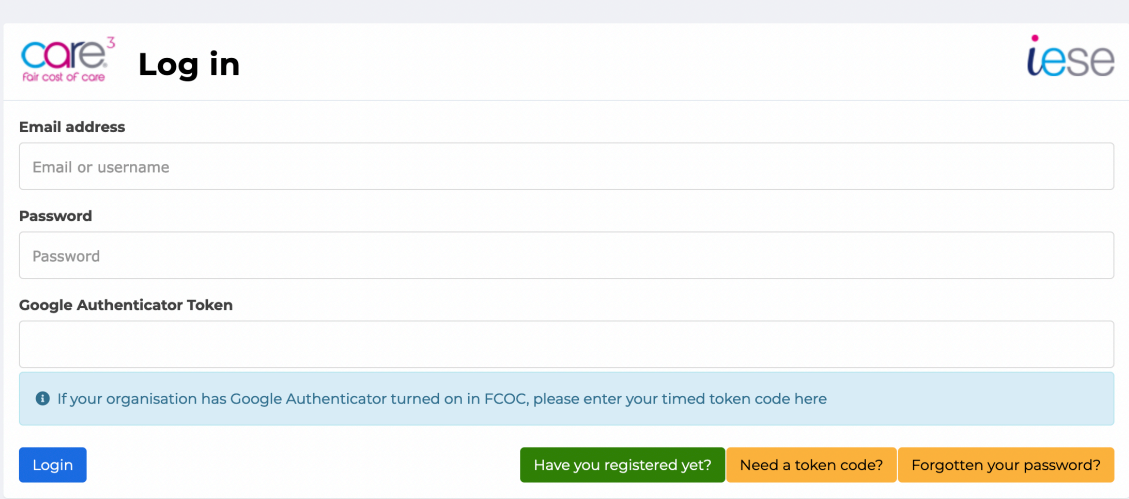
Getting started on the CareCubed FCOC tool is simple. Follow the steps below to register for an account.

## 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 CareCubed 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:

# Register for the CareCubed FCOC

**i** Welcome to the CareCubed 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 65+ Care Homes Cost of Care Exercise.

**Please complete the registration form below to get started.**

## Type of organisation

- Provider  
 Local Authority

## Primary organisation CQC number

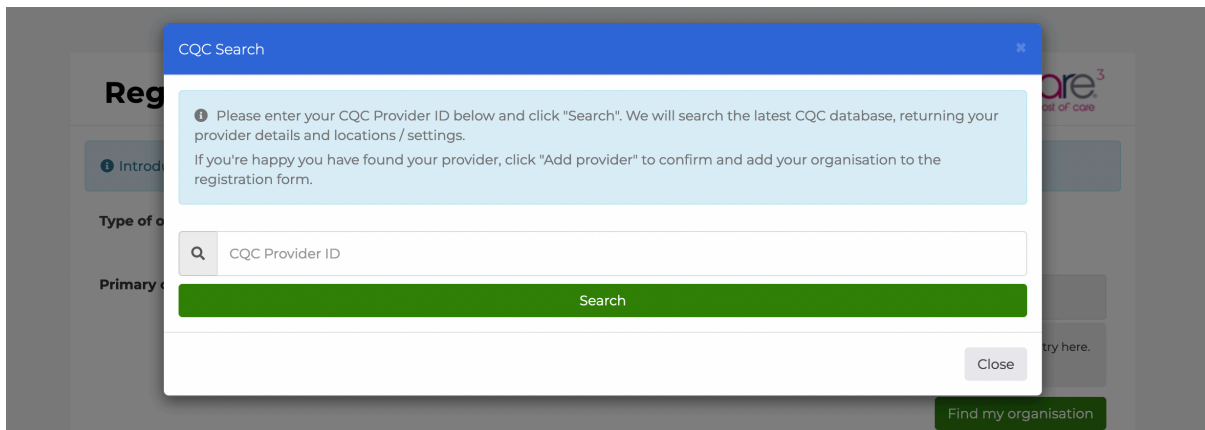
**i** If you are a larger organisation with multiple CQC provider number, please use your main CQC entry here. You will be able to change the name of your legal entity within FCOC.

**Find my organisation**

## Do you have multiple provider numbers in the CQC?

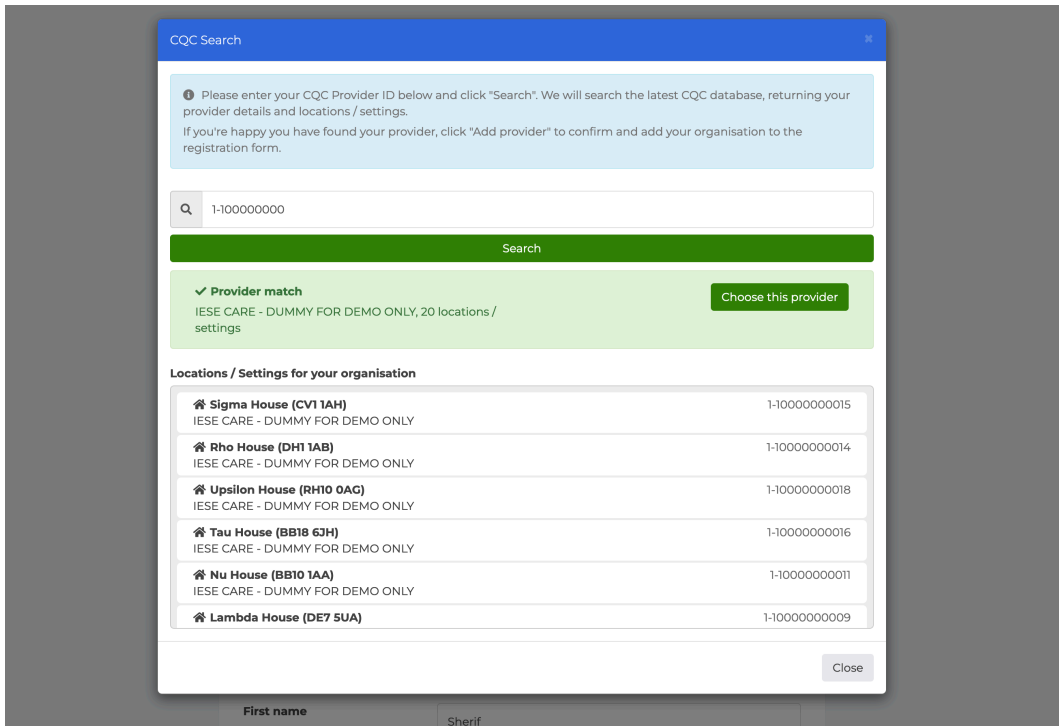
- No  
 Yes

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



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.

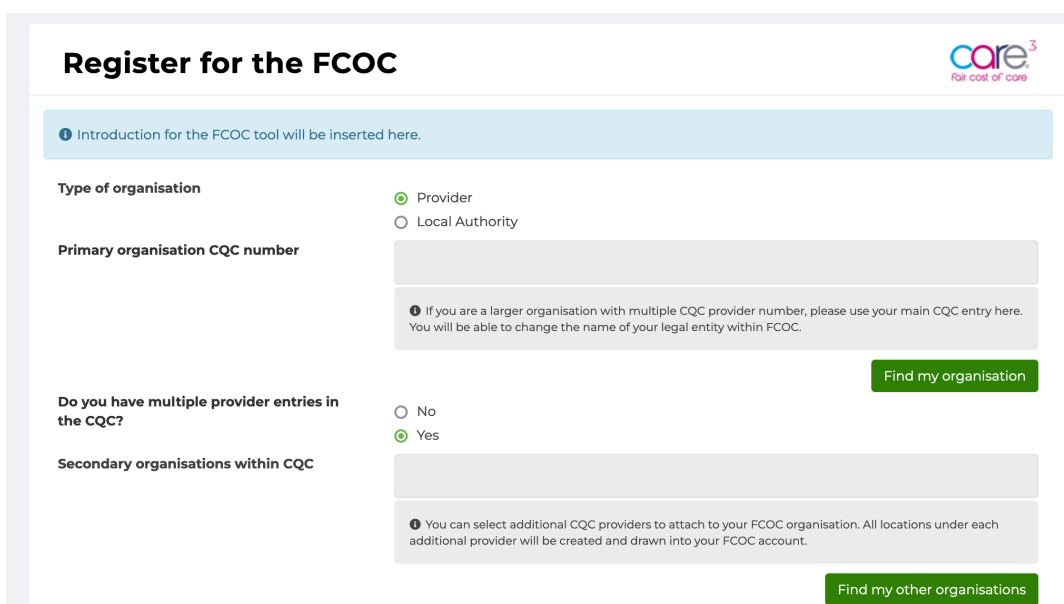
Once you have entered your CQC Provider ID – please hit search:



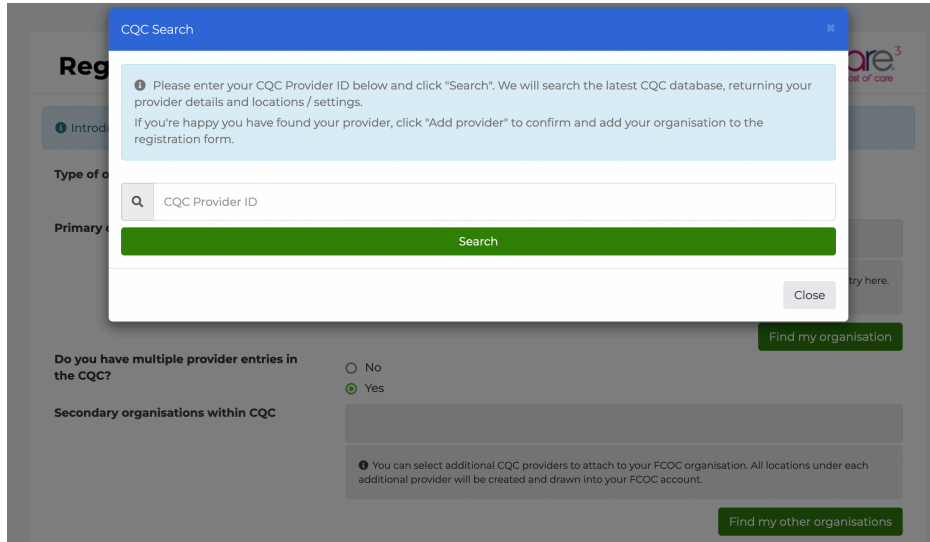
If the search is successful, you will now see a green bar indicating a Provider match and will be shown a list of all the associated settings grouped under the CQC registration ID you provided.

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

As previously mentioned, you may want 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 (see below):



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



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

Primary user

**1** 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

**First name**

**Surname**

**Email address**

**Contact telephone**

Terms & Conditions

**iESE CareCubed Fair Cost of Care Service:  
End User Licence Agreement (EULA)**

**1 Terms & Conditions**

By registering on [www.fcoc.carecubed.org](http://www.fcoc.carecubed.org) for the iESE CareCubed FCOC Fair Cost of Care service (CareCubed FCOC), you agree to the following terms and conditions.

**2 Definitions**

**CareCubed FCOC** is defined as the iESE CareCubed FCOC Fair Cost of Care service

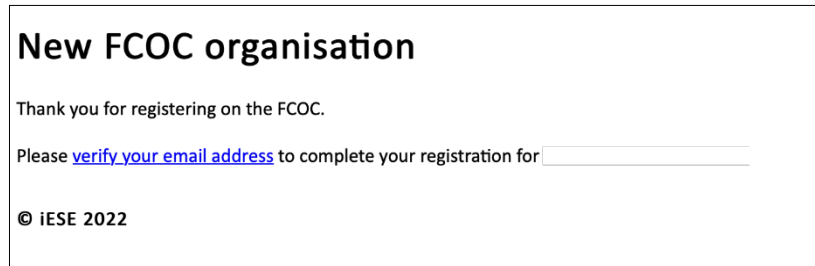
**I have read and agree to the Terms & Conditions above**

Register now

Once you have provided your details, please review the Terms and Conditions before hitting '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:



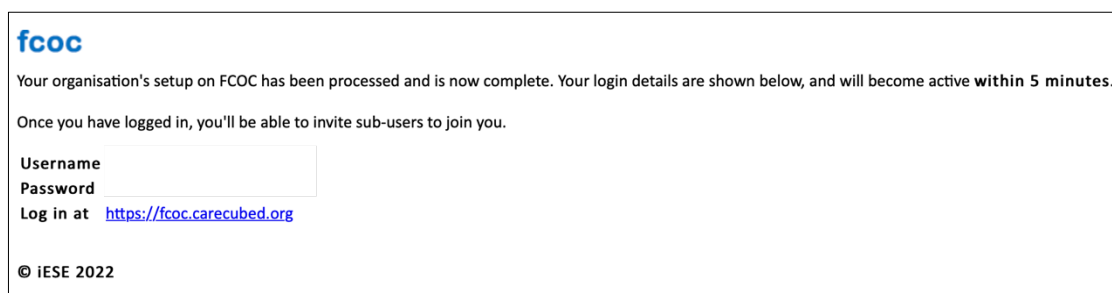
Once you have received the message, please click 'verify your email address'.

**IMPORTANT: Please ensure you check your junk mail if this message is not received within 5 minutes of registering.**

#### 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 CareCubed FCOC has been processed and is now complete. Your login details are shown below and will become active **within 5 minutes**.*

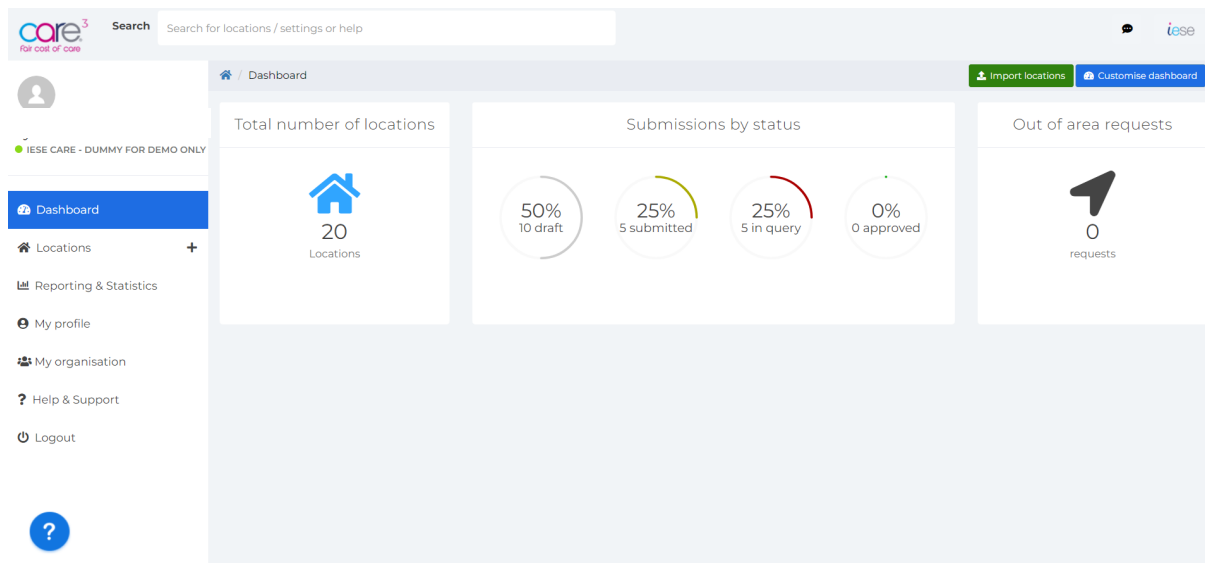


Once you have logged in, you'll be able to invite new primary and sub-users to join you.

#### 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:

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



Your dashboard provides an overview of some important metrics. This includes the total number of your locations and a breakdown of the status of your submissions and the number of out of area requests you have received.

From Wednesday 25<sup>th</sup> May, you will have access to the direct data entry function within the tool for care home data submission, calculations and data sharing with Local Authorities including responding to queries and making necessary edits.

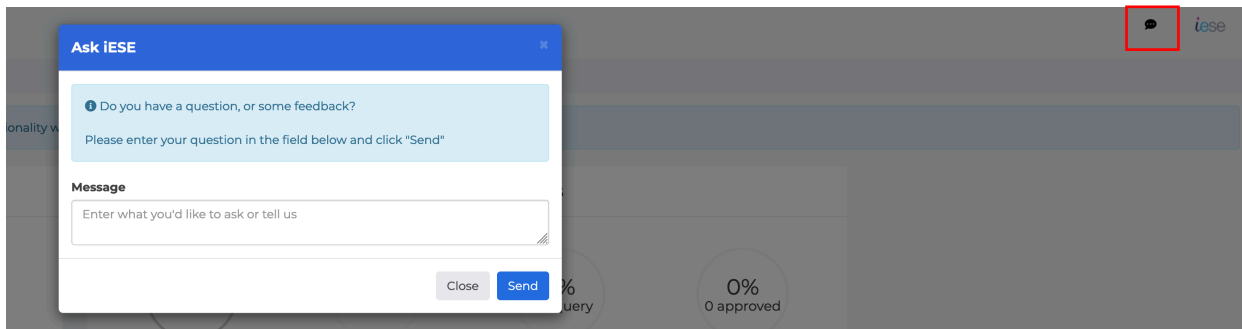
To support you with this new functionality, we have a series of walk throughs accessible via the blue question mark visible in the bottom left hand corner of the screen (see image above).



**IMPORTANT: Full functionality, including multiple location template download and bulk data upload will become available towards the end of the week commencing 23/05/2022.**

## 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:

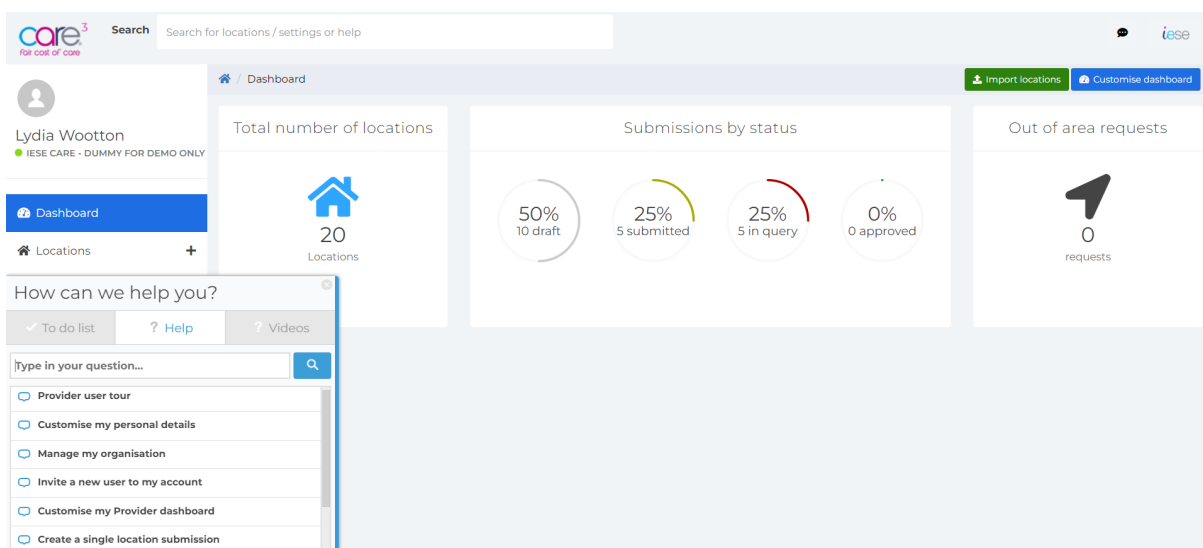


Alternatively, you can email us at [carecubed@iese.org.uk](mailto:carecubed@iese.org.uk).

### 2.1 Online Support

There is online support available within the application to guide you through key processes. If you need extra assistance or are unsure how to navigate through the CareCubed Fair Cost of Care tool, click the blue question mark in the bottom left corner of the screen:

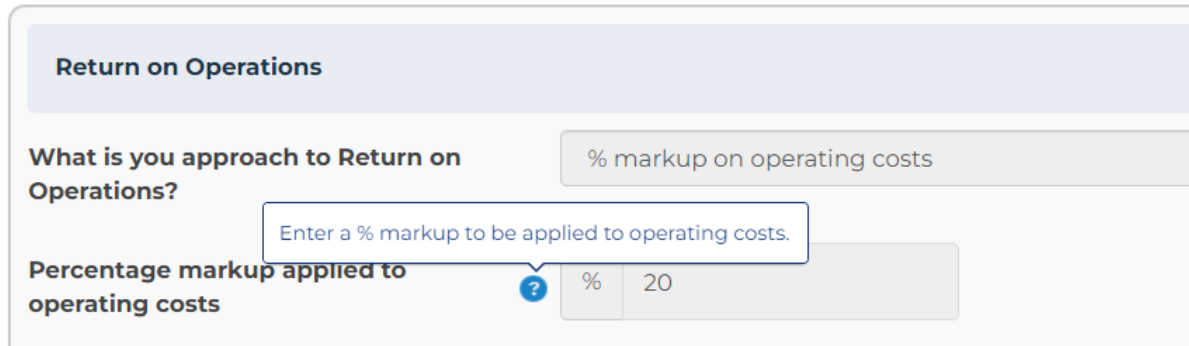
This will open a help menu which contains several walk-through tutorials, instructional videos, and resources:



From here you can access:

- User Guide
- Instructional videos
- Guided tutorials

Throughout the tool there are tool tips which provide brief informative messages such as definitions of terms that appear when a user hovers over the icon or clicks into a field:

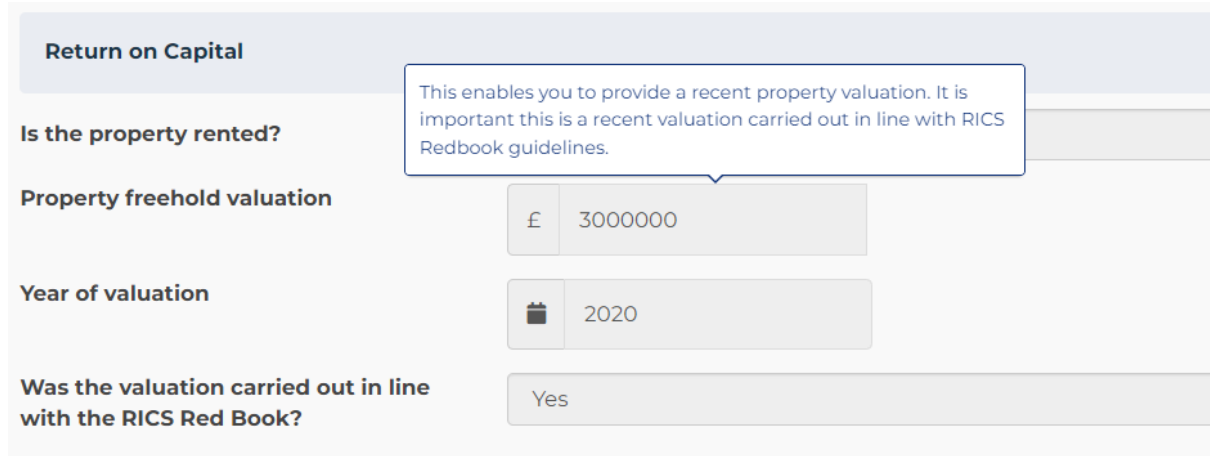


**Return on Operations**

What is your approach to Return on Operations? % markup on operating costs

Enter a % markup to be applied to operating costs.

Percentage markup applied to operating costs % 20



**Return on Capital**

Is the property rented?

This enables you to provide a recent property valuation. It is important this is a recent valuation carried out in line with RICS Redbook guidelines.

Property freehold valuation £ 3000000

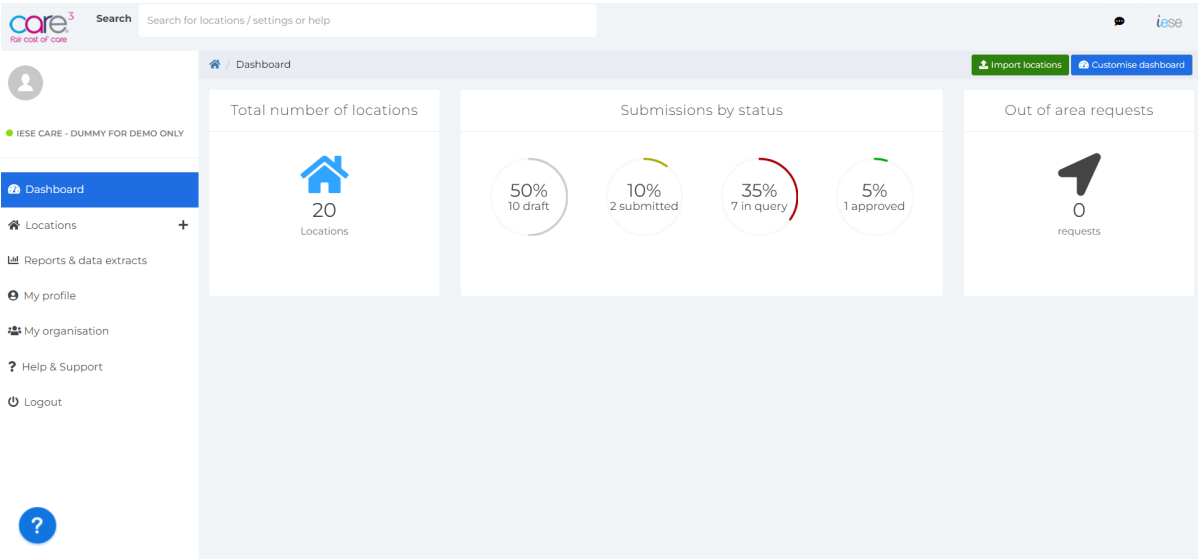
Year of valuation 2020

Was the valuation carried out in line with the RICS Red Book? Yes

**Please note – You may have difficulty viewing the in-app guidance and tooltips if using Safari as your browser. If you experience any difficulty, please use an alternative browser such as Chrome or Edge.**

### 3. My Organisation

The 'My organisation' section of the tool is available from the left-hand menu. From here you will be able to access user management and security settings:



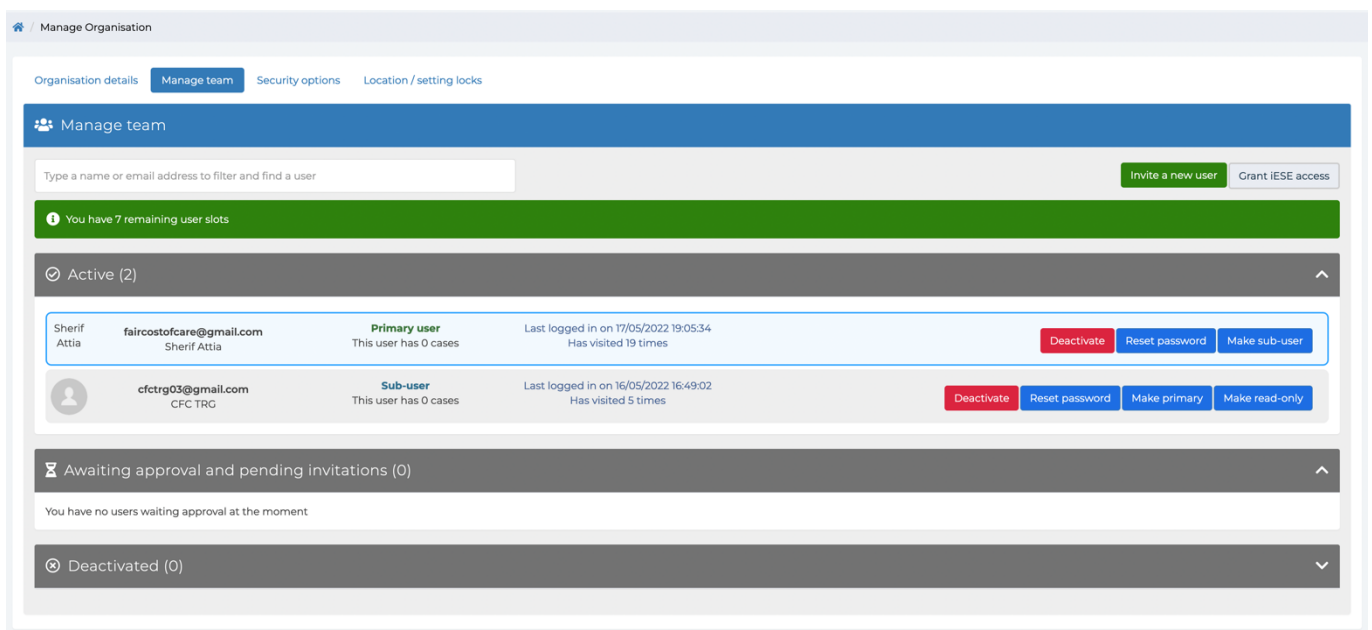
### 3.1 What is a primary user?

Within the CareCubed Fair Cost of Care tool there are three user types: **primary users**, **sub-users** and **read-only users**. Sub-users are the “ordinary” users who work with locations and reports. Read-only users can view Location but not make edits or create their own.

**Primary users** have additional administrative capabilities for managing their users and certain organisation-wide settings. We recommend that each organisation has 2 or 3 primary users to provide contingency

### 3.2 Manage team

The first tab within the My Organisation section is for managing your team and setting access privileges:



Your user lists are divided into active users, those awaiting approval, and those who have been deactivated. You can expand or collapse each list with the arrow at the right-hand side of the screen.

### 3.3 Inviting a new user

A Primary User can invite users to join CareCubed Fair Cost of Care tool via the “Invite a new user” button in the top right of the Manage Team tab. This process is managed solely by the organisation. To invite a new user, enter the user’s details in the short form shown below:

**Invite a user to join**

If you'd like to invite a user to join your account, please enter their details below. All fields are mandatory. If you are creating a read-only user, please choose that option from the Type of user dropdown.

If they accept, it will take up one sub-user slot in your account. Once they have been created, you can promote them to a primary user

**Title**  
Miss

**First name**  
Enter their first name

**Surname**  
Enter their surname

**Email**  
Enter an email address

**Type of user**  
Sub-user

Close Send

This new user will then receive an email with login details. Upon clicking the link within the email, the new user will be sent a password to access the system.

**IMPORTANT – Please ask colleagues to check junk/spam folders if they do not receive the email within 5mins of the invite being sent.**

### 3.4 Updating user roles

It is possible to have up to 3 Primary Users per organisation. This helps avoid issues where a primary user is temporarily unavailable. To convert a sub-user to a Primary User, simply choose the “Make primary” option next to their name in the “Manage team” section. Primary Users are indicated in blue with a blue outline in the list:

The screenshot shows the 'Manage team' interface. At the top, there is a search bar and buttons for 'Invite a new user' and 'Grant IESE access'. Below this, a green bar indicates 'You have 7 remaining user slots'. The main section is titled 'Active (2)' and contains two user entries:

Name	Email	User Type	Cases	Last Logged In	Visits	Actions
Sheriff Attia	faircostofcare@gmail.com	Primary user	0 cases	17/05/2022 19:16:03	20 times	Deactivate, Reset password, Make sub-user
CFC TRG	cfctr03@gmail.com	Sub-user	0 cases	16/05/2022 16:49:02	5 times	Deactivate, Reset password, Make primary, Make read-only

Below the active users, there is a section for 'Awaiting approval and pending invitations (0)' and a 'Deactivated (0)' section.

To convert a Primary User back into a sub-user, choose the “make sub-user” option next to their name. Please note that, the system will not allow you to deactivate the last Primary User or make a ‘sub-user’. To convert a sub-user to a read-only user, click “Make read-only” next to the user’s name in your case list.

This close-up screenshot shows two sub-users in the list:

carecubed01@gmail.com 01 test	Sub-user This user has 0 cases	Has never logged in	Deactivate, Reset password, Make primary, Make read-only
carecubed02@gmail.com 02 Provider 02	Sub-user This user has 0 cases	Has never logged in	Deactivate, Reset password, Make primary, Make read-only

The 'Make read-only' button for the second user is highlighted with a red box.

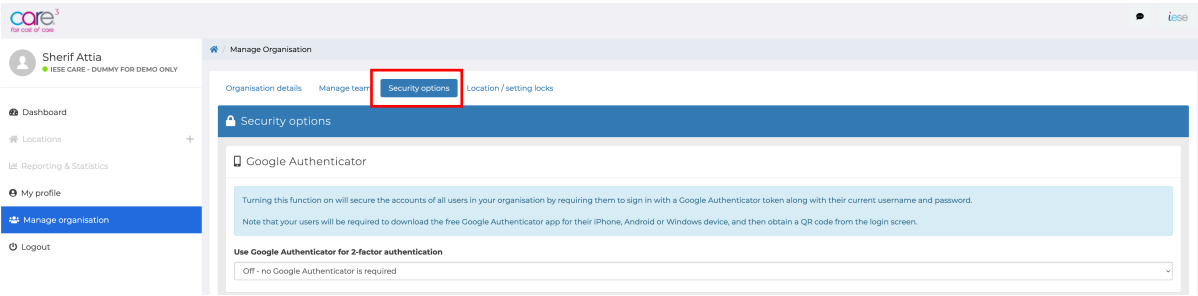
A message will pop up asking you to confirm this action. Once confirmed, the user list will change, and the read-only user will show “Read only” as their user type. A primary user can reverse this at any time by clicking “Release read-only”, at which point the user will return to a standard sub-user.

### 3.5 Deactivating a user

Users can be deactivated by clicking the “Deactivate” button next to their name in the user list. It is important that any users leaving your organisation are deactivated so that they can no longer access the tool.

### 3.6 Security Options

Within the Security options tab, a primary user can set the security rules for the organisation’s account including password settings and turning on 2-Factor-Authentication:

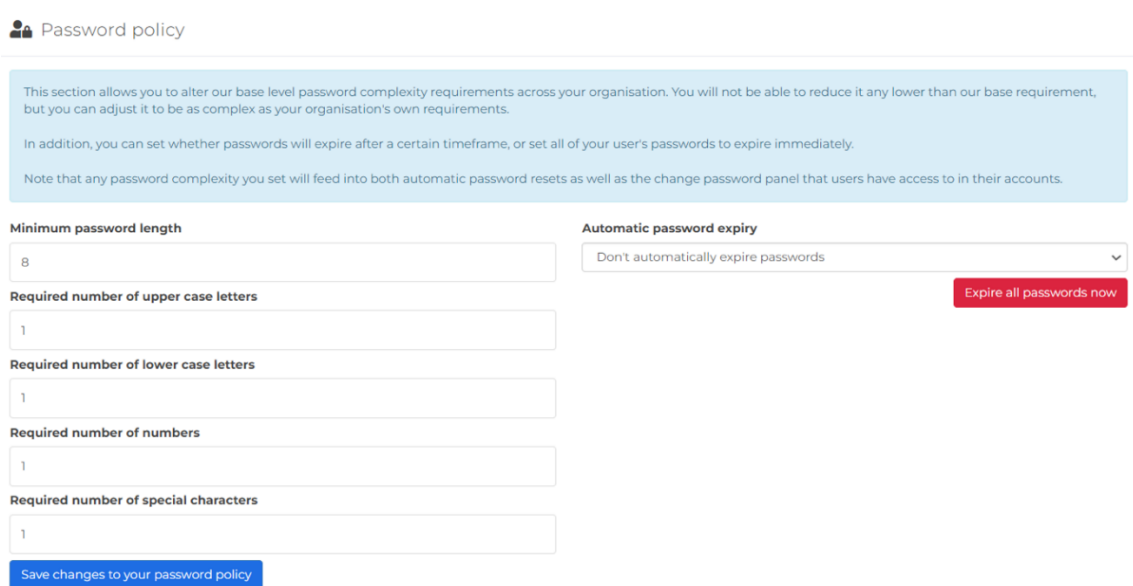


### 3.7 Setting Password Policy

There is a base level password complexity set by the tool, however if you wish to add to this, scroll down to “Password Policy” within the Security options tab.

The following inputs can be amended:

- Minimum password length
- Required number of upper-case letters
- Required number of lower-case letters
- Required number of numbers
- Required number of special characters



Hitting save changes will update this policy for your whole organisation and prompt users to create a new password the next time they log in.

From here you can also set automatic password expiry dates which will prompt users within your account to periodically change their password after a set number of months. These can be set at 3, 6 or 12 months.

### 3.8 Multi-Factor-Authentication - Google Authenticator

Multi-Factor-Authentication adds an extra layer of security to your organisation’s account by requiring all users to provide an extra proof of identity.

To turn this function on, switch the dropdown to “On - all users in this organisation must use Google Authenticator when logging in”:

 Google Authenticator

Turning this function on will secure the accounts of all users in your organisation (including any place based users) by requiring them to sign in with a Google Authenticator token along with their current username and password.

Note that your users will be required to download the free Google Authenticator app for their iPhone, Android or Windows device, and then obtain a QR code from the login screen.


Use Google Authenticator for 2-factor authentication


Off - no Google Authenticator is required

On - all users in this organisation must use Google Authenticator when logging in

Off - no Google Authenticator is required

When logging in with 2-Factor-Authentication turned on, you will need to get a Google Authenticator QR code token. To do so, click “Need a token code?”:


Get a GA token 


 Enter your email address below and a Google Authenticator token will be emailed to you


Email address\*

[Back to the login screen](#) [Get a token](#)

Enter your account’s email address and click “Get a token”. You will then see a confirmation screen:

Get a GA token 

 We've sent you an email with your Google Authenticator token code in. Please check your spam or junk folders if you don't receive this within 5 minutes.

 Enter your email address below and a Google Authenticator token will be emailed to you

Email address\*

[Back to the login screen](#) [Get a token](#)

You will then receive an email containing a QR code:



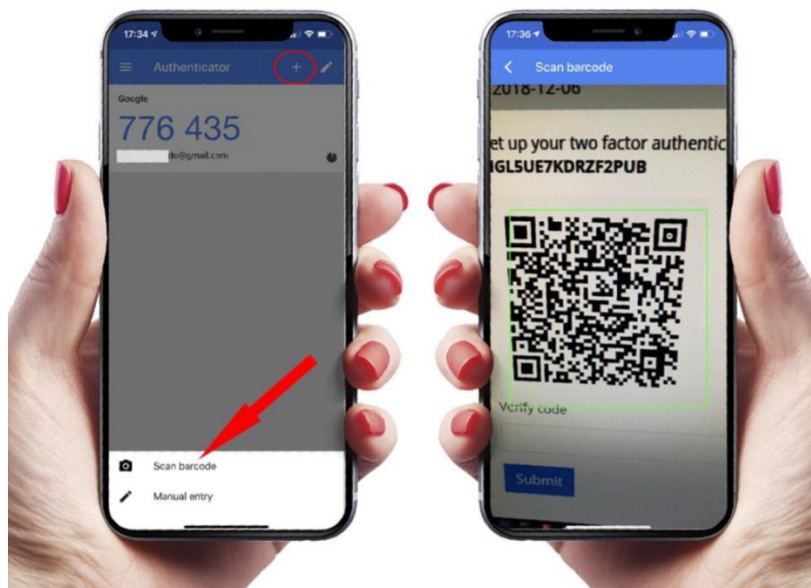
Please find the Google Authenticator token for your account below:



As your organisation has opted to use Google Authenticator 2-factor authentication in CareCubed, you should:

- Download the free Google Authenticator app for your iOS, android or Windows device from your appropriate app store
- Scan this code into the app
- Open the app whenever you log in, and use the generated sequence of 6 digits to authenticate

Next Download Google Authenticator from the app store and press the “+” icon in the bottom right:



Touch “scan a QR code” then point your device at the screen and scan it. You’ll now have the token code for your account. Return to the login page and enter the username, password and your Google Authenticator token before the timer runs out. The token will appear within you Google Authenticator application.

All users can access their QR code for google Authenticator within the “My Profile” section when 2 factor authentication is switched on.

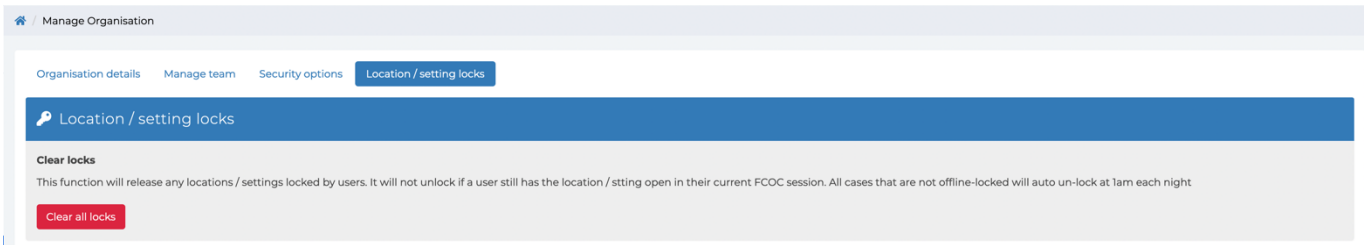
Turning Google Authenticator on is for everyone within your organisation’s account.

### **3.9 Location / setting locks**



Location locks are applied whenever a user is working on a location and inputting data. This ensures the active user can enter data and prevents any other users from accessing the location.

To support users within the system, we have included within the 'My Organisation' area functionality to release any locations currently being locked to enable a primary user to overwrite any locks applied by a user within the system:

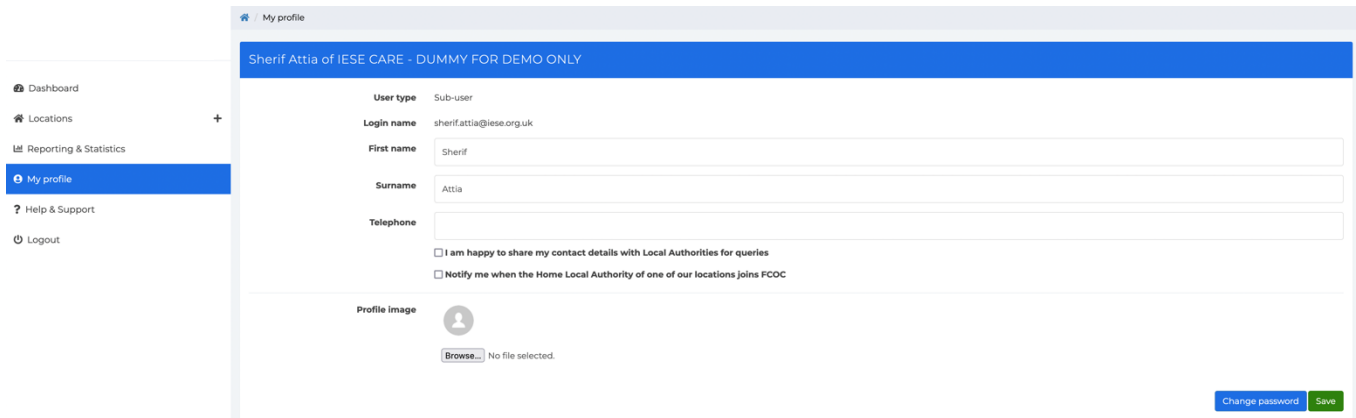


To clear all locks, simply hit the red button shown above.

## 4. My Profile

The My Profile section of the tool enables you to update key personal information, change your password and sign up for notifications.

From this section you can set your personal details including first name, surname, and telephone number. You can also use this section to upload a profile image:



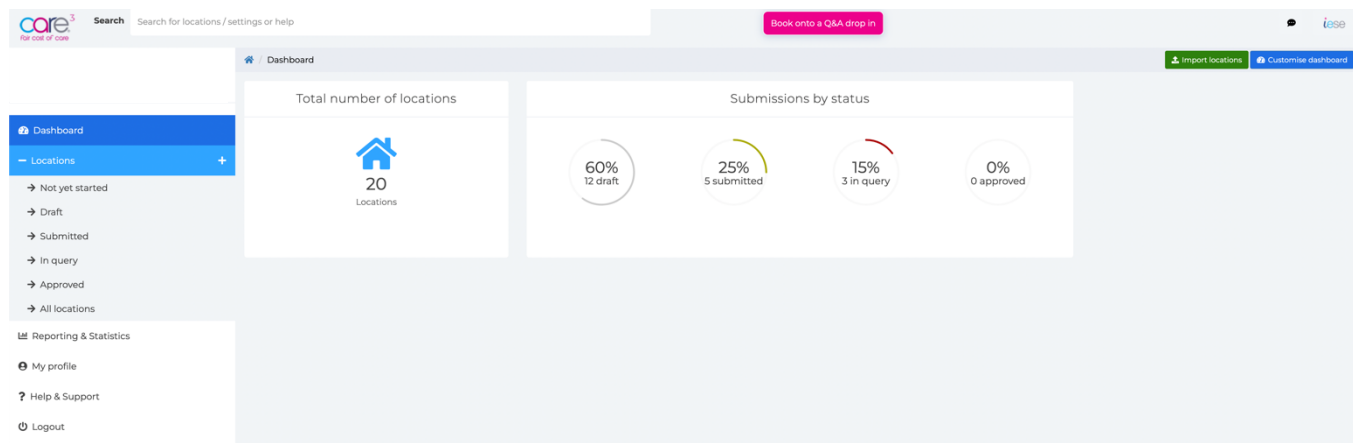
### 4.1 Notifications

From the My Profile section of the tool, you can switch on and off notifications. These include:

- **I am happy to share contact details with Local Authorities for queries:** Turning this on will make your contact details available to local authorities who you share data with to enable them to contact you for queries.
- **Notify me when the Host Local Authority of one of our locations joins FCOC:** Turning this on will ensure you receive notifications when the Host Local Authority where one of your homes is located signs up for the tool.

## 5. My Locations

To access your care home locations to submit data or to download the workbook template for completion, please navigate to **'Locations'** via the menu on left of your screen:



Your 'Locations' are grouped by submission status in the left-hand menu as shown above. These are as follows:

- **Not yet started** – For locations you have not started a return for.
- **Draft** – For locations which you have begun entering data for, but not yet submitted.
- **Submitted** – For locations that you have already submitted to the Local Authority.
- **In query** – For locations that have currently been queried by the Local Authority and might require further information for the provider before resubmission.
- **Approved** – For locations that data has been submitted for and approved by the Local Authority.
- **All locations** – A list of all your locations irrespective of status.

**In all views, locations will show whether the Home Local Authority is registered on FCOC and what the final submission date is for information. This is locally set by councils ahead of the 14<sup>th</sup> October DHSC deadline for provisional Market Sustainability Plans. We recommend contacting Local Authorities not registered to let them know you are submitting data using FCOC and encourage them to do the same to provide a consistent, streamlined approach**

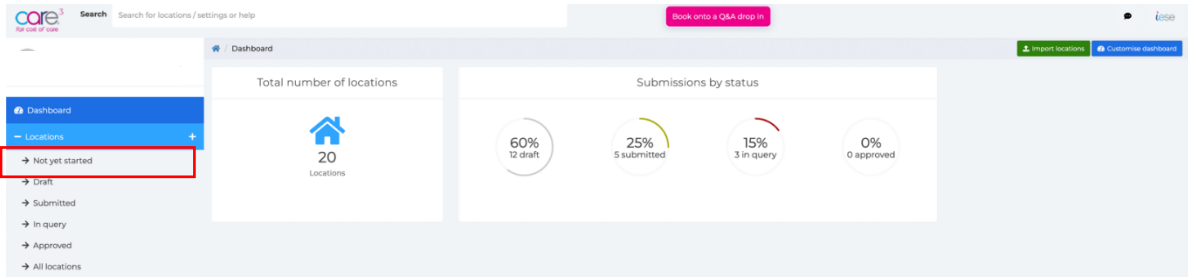
### 5.1 Entering Care Home Data

In completing the tool, you should be guided by the following key principles:

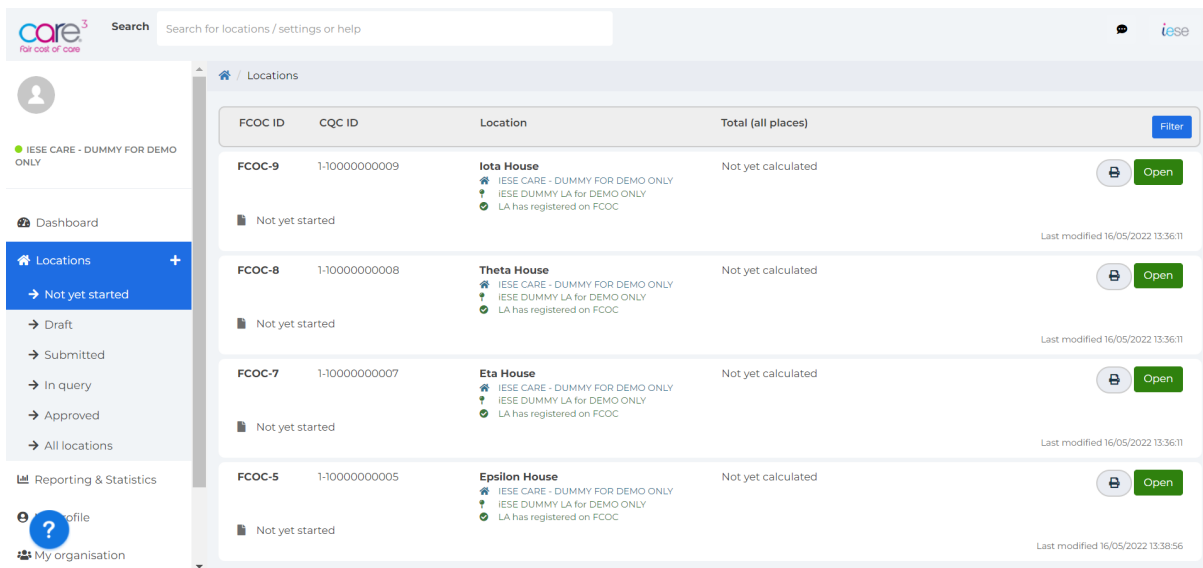
- Focus on accuracy in a way that reflects operating circumstances
- Be sure not to double count, this is a cost collection and not a task exercise, providers should focus on the costs incurred and not the tasks performed as staff costs will be covered in full by this exercise.

If revenue is recovered from a resident or staff member for any of the costs data provided, the provider should quote the net figure after the revenue recovered has been deducted from the gross amount.

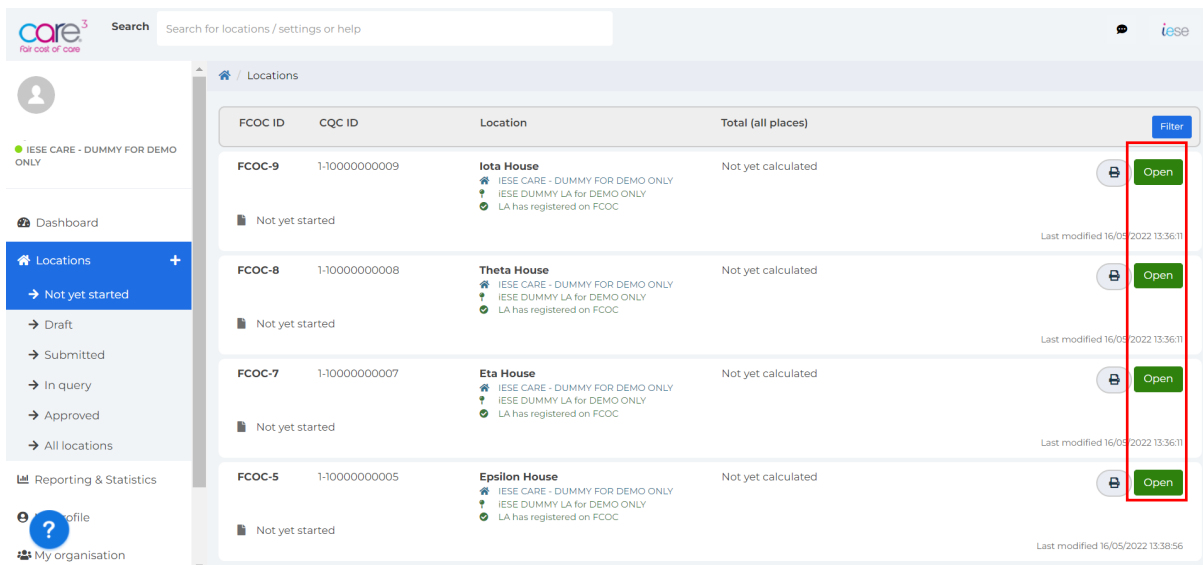
To provide data for a single Care Home please navigate to the 'not yet started' folder accessible via the left-hand menu:



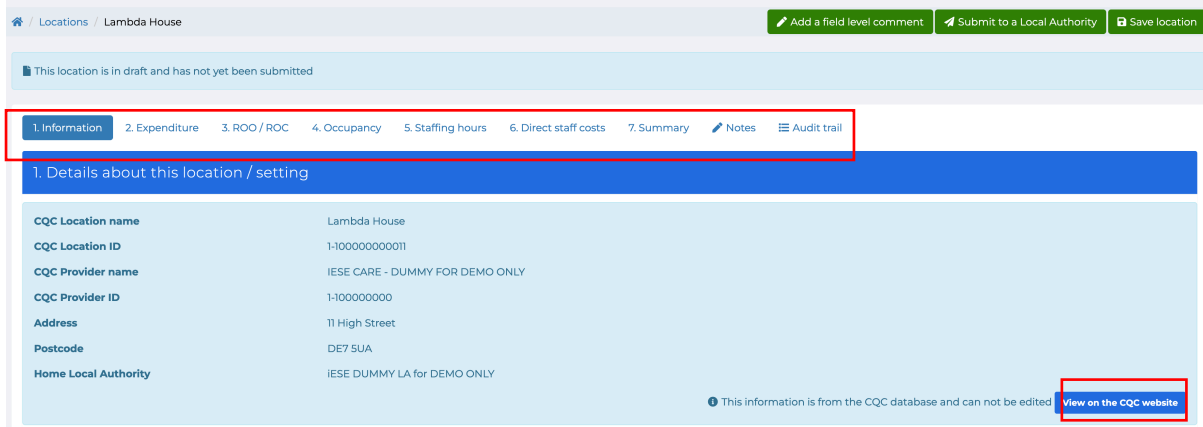
Within this folder – you will see a list of all your registered locations you are yet to provide data for:



As you can see from the image above, each of your homes have a unique FCOC ID – and the home location is listed along with the Host Local Authority. To start providing data for a Care Home, please select open:



Once you have opened a location, you will see the data entry screen as shown below and the main tabs running along the top of the screen. You will now be able to begin entering cost data for the location:



As you can see above, key information about the location is pulled through from the CQC database to support data collection and collation. Additionally, there is also an option to view this setting on the CQC website.

The data collection part of the tool is split into key areas corresponding to the headers running across the top of the page which we will run through in turn below.

## 5.2 Home Information

The first section asks for some basic information related to the Home:

This asks you for the following information:

- CQC registered capacity
- Does this home operate under a PFI contract?
- Was this home closed for any part of 2021/22?

- If so, for how many days was it closed?
- Notes about the home

**\*For detailed guidance on each of the data items included as part of the collection please refer to the Data Items guidance document available from within the Help & Support section of the tool**

### 5.3 Expenditure

The next section asks you to provide cost data on the Care Home Expenditure for 2021-22. This includes Care Staff Costs, Care Home Supplies & Services Costs, Care Home Premises Costs, Head Office/Central Costs.

**The reference period for expenditure data collection is 1st April 2021 – 31st March 2022.**

Importantly, within this section you have the option to uprate costs in line with inflationary % increases or decreases as of April 2022. This enables you to provide known inflationary uprates based upon costs as of April 2022, see below the two columns, one for actual expenditure and the second for a % uprate as of April 2022:

As seen above, you will be asked to provide actual expenditure for the period 2021-22. You will be asked to provide cost data for the following areas:

- Care Staff Costs

- Other Staff Costs
- Care Home Supplies & Services
- Care Home Premises Costs
- Head Office related Costs

You will find tooltip icons next to these fields, which upon hovering over, will display extra guidance on what to include in these fields.

### 5.31 Care Staff Costs

In the first part of this section you will be asked to provide Care Staff Costs (£) for the reference period **including staff on-costs & agency staff costs**:

1. Information 2. Expenditure 3. ROO / ROC 4. Occupancy 5. Staffing hours 6. Direct staff costs 7. Summary Notes Audit trail

#### 2. Expenditure

Please provide the following costs for the financial year 2021-22, and optionally, as an updated cost as at April 2022.

Would you like to specify an uplift?

Care staff Costs	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Updated figures using April 2022 cost base
Registered nursing staff	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Nursing assistants, associates or equivalents (non-RGN)	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Senior Carer or equivalents	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Carer	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Therapy staff (Occupational and Physio)	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Activity Coordinators	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Registered manager	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Deputy	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Other	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>

**\*For detailed guidance on each of the items listed, please refer to the data items guidance sheet.**

### 5.32 Other Staff Costs

Next, you will be asked to provide Other Staff Costs (£) for the reference period **including staff on-costs & agency staff costs**:

Other Staff Costs	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Updated figures using April 2022 cost base
Reception & Admin staff at the home	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Chefs/cooks	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Domestic staff (cleaning, laundry & kitchen)	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Maintenance & gardening	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Other care home staffing	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="£"/>
Notes on care home staffing	<input type="text"/>		

### 5.33 Care Home Supplies & Services

The next section asks for information related to Care Home Supplies & Services (£) and is requesting the total expenditure for the reference period. This is total expenditure on Care Home Supplies and Services – **INCLUDING any outsourced supplies & services costs:**

Care Home Supplies & Services			
	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Uprated figures using April 2022 cost base
Food supplies	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Domestic and cleaning supplies	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Medical supplies excluding PPE	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
PPE	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Office supplies (Home specific)	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Insurance (all risks)	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Registration fees	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Telephone & Internet	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Council tax / rates	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Electricity	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Gas	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Water	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Trade and clinical waste	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Transport & Activities	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>
Other supplies and services costs	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/>

Notes on care home supplies & services

As before, you will be asked to provide actual expenditure for 2021-22 in the left-hand column, and a % uprate to account for known inflationary costs as of April 2022.

### 5.34 Care Home Premises Costs

The next section asks for cost data related to Care Home premises costs. Use this section to record expenditure on care home premises excluding rent, mortgage, and buildings depreciation. Premises insurance should be included in the Supplies and Services section. Do not include depreciation, rent, and mortgage costs, these are captured separately:

Care Home Premises Costs			
	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Uprated figures using April 2022 cost base
Fixtures & Fittings	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/> <input type="text"/>
Repairs and maintenance	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/> <input type="text"/>
Furniture, furnishings and equipment	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/> <input type="text"/>
Other premises costs	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/> <input type="text"/>
Notes on care home premises	<input type="text"/> <input type="text"/> <b>B</b> <i>I</i> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		

**\*For detailed guidance on each of the items listed, please refer to the data items guidance sheet.**

As before, you will be asked to provide actual expenditure for 2021-22 in the left-hand column, and a % uprate to account for known inflationary costs as of April 2022.

### 5.35 Head Office/Central Costs

This next section is asking for Head Office/Central Costs expenditure for the year 2021-22. Use this section to record expenditure on head office costs including central/ regional management, support services and recruitment. Please ensure you include any outsourced costs here. If you are a smaller organisation, these costs may be included as part of home management staffing expenditure:

Head Office related Costs			
	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Uprated figures using April 2022 cost base
Central / regional management	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/> <input type="text"/>
Support services (finance / HR / legal / marketing)	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/> <input type="text"/>
Recruitment, Training & Vetting (inc. DBS checks)	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/> <input type="text"/>
Other head office costs	£ <input type="text"/>	% <input type="text"/>	£ <input type="text"/> <input type="text"/>
Notes on head office costs	<input type="text"/> <input type="text"/> <b>B</b> <i>I</i> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		

As before, you will be asked to provide actual expenditure for 2021-22 in the left-hand column, and a % uprate to account for known inflationary costs as of April 2022.

### 5.4 Return on Operations and Return on Capital (ROO/ROC)

The next section asks you to provide your approach to Return on Operations and Return on Capital:



### 3. Return on Operations / Return on Capital

Return on Operations

What is your approach to Return on Operations? % markup on operating costs

Percentage markup applied to operating costs %

Total ROO for the home	2021-22 £0	Uprated 2022 £0
------------------------	---------------	--------------------

Return on Capital

Is the property rented? No

Property freehold valuation £

Year of valuation 📅

Was the valuation carried out in line with the RICS Red Book? No

#### 5.41 Return On Operations (ROO)

This section allows you to state your approach to ROO, choosing either a % mark-up on operating costs, or a total amount for the home:

Return on Operations

What is your approach to Return on Operations? % markup on operating costs

Percentage markup applied to operating costs %

Total ROO for the home	2021-22 £0	Uprated 2022 £0
------------------------	---------------	--------------------

#### 5.42 Return On Capital (ROC)

In this section you will be asked to whether you would like to provide a % of the home valuation or a per resident per week (£) for the Care Home.

**If Providers completing returns for rented properties wish to provide a Return on Capital (ROC). This can be provided in the Per resident per week ROCE value which will be a lower amount given the property is rented and will reflect the ROC for their investment in the services excluding the property valuation element.** If you wish to provide a % of the home valuation, you will enter details on the following:

- Property freehold valuation
- Year of valuation
- Was the valuation carried out in line with the RICS Red Book?

<https://www.rics.org/uk/upholding-professional-standards/sector-standards/valuation/red-book/>

**Return on Capital**

Is the property rented?

Property freehold valuation

Year of valuation

Was the valuation carried out in line with the RICS Red Book?

Do you wish to provide your Return on Capital figure as a % of property valuation OR as a per resident per week value for the care home?

Return on Capital

Return on Capital total charge to home 2021-22 Updated 2022  
£0 £0

### 5.43 Specific property details

This section asks non-mandatory context specific questions about the home to help illustrate some of the specific environmental factors that impact the level of capital invested and cost of delivering care in this location:

**Specific property details**

Is the home purpose built?

What year was the home built (approx.)?

No. of en-suites

No. of wet rooms

No. of communal bathrooms

What is the average room size in square metres?

## 5.6 Occupancy

This section asks you to provide average occupancy rates for 2021-22 – the reference period of cost data collection. It will also ask you to provide a breakdown of residents by funding source, as well as current occupancy levels as of April 2022.

### 5.61 Home Occupancy 2021-22 averages

This asks you to please provide the average operational bed capacity and occupancy for the home overall for 2021/22, for each of the care types listed:

**Average occupancy 2021 to 2022**

Please provide occupancy numbers, split into the following needs groups, for the 2021 to 2022 period

Please provide the following breakdown of your residents in the period 2021 to 2022

Active beds - whole home	30	No. Local Authority funded residents	
Beds out of commission	2	No. Joint funded residents	
Care Home occupied beds without nursing		No. self funders / privately funded	
Care Home occupied beds without nursing, with dementia		No. CHC / Health	
Care Home occupied beds with nursing		Other	
Care Home occupied beds with nursing, dementia		Whole home occupancy	0
Whole home occupancy	0	<p>⚠ Your split totals 0, which is 30 less than your active number of beds</p>	

⚠ Your split totals 0, which is 30 less than your active number of beds

As seen above, you are asked to provide occupancy numbers, split into the following needs groups for the 2021 to 2022. You are also asked to provide a breakdown of resident occupancy by funding source. E.g., how many of the residents are either LA funded, CHC funded or self-funders. Please provide your best estimates for these figures if you do not have the exact figures to hand.

**As seen above, you will receive an error warning if the numbers you have entered do not total the number of active beds you have entered.**

### 5.62 Home Occupancy as of April 2022

Next, you are asked to provide occupancy as of April 2022. This is to support Local Authorities uprating costs based upon current occupancy to mitigate for potentially low occupancy within Care Homes for the year 2021-22:

**Occupancy as at April 2022**

Please provide occupancy numbers, split into the following needs groups as at April 2022

Please provide the following breakdown of your residents as at April 2022

Active beds - whole home	29	No. Local Authority funded residents	10
Beds out of commission	3	No. Joint funded residents	
Care Home occupied beds without nursing	19	No. self funders / privately funded	19
Care Home occupied beds without nursing, with dementia	10	No. CHC / Health	
Care Home occupied beds with nursing		Other	
Care Home occupied beds with nursing, dementia		Whole home occupancy	29
Whole home occupancy	29	<p>✔ Your split totals your 29 active beds</p>	

✔ Your split totals your 29 active beds

### 5.7 Staffing Hours (Unit Occupancy April 2022)

This next section asks you to breakdown staffing hours and resident occupancy for each of the units within the Care Home using current data for April 2022. The purpose of this is to help identify different hours for residents with different support needs.

You can provide this as a single staffing unit for the entire home or as multiple by adding staffing units

1. Information 2. Expenditure 3. ROO / ROC 4. Occupancy 5. Staffing hours 6. Direct staff costs 7. Summary Notes Audit trail

5. Staffing hours

No. of staffing units

The number you specify here will allow you to provide staffing hours for each individual unit

Unit 1: Productive (direct) Staffing Requirement including Agency		Hours per relevant resident per week			
	Whole Unit Total Staffing Hours Per Week				
Nursing staff	<input type="text"/>	0			
Nursing assistants	<input type="text"/>	0			
Senior Carer (or equivalents)	<input type="text"/>	0			
Carer	<input type="text"/>	0			

Unit 1: Resident Occupancy as of April 2022		Nursing staff hours per week by care group	Nursing assistants - total hours per week	Carer - total hours per week	Senior Carer (or equivalents) - total average hours per week
Care Home occupied beds without nursing	<input type="text"/>	0	0	0	0
Care Home occupied beds without nursing, with dementia	<input type="text"/>	0	0	0	0
Care Home occupied beds with nursing	<input type="text"/>	0	0	0	0
Care Home occupied beds with nursing, dementia	<input type="text"/>	0	0	0	0

As shown above, this section asks you to provide the number of staffing units you wish to provide data for and a breakdown direct staffing hours required to support the residents in the home or staffing unit. This is the total staff hours per week by staff type for the unit and includes employed, agency and bank staff hours combined. Repeat this for each Unit you wish to specify data for.

This section then asks you to provide April 2022 occupancy for each of the care types listed – without nursing/dementia, with nursing/dementia. Repeat this for each staffing unit you wish to specify for the care home.

**For detailed guidance on each of the items listed, please refer to the data items guidance sheet.**

## 5.8 Staff Costs

This next section will ask for direct staff costs at April 2022 rates including bank staff (employed and agency). **IMPORTANT – please provide current staff pay rates as of April 2022.** This will help Local Authorities provide uprated staffing costs in line with the guidance set-out by DHSC.

You will be asked to provide data related to staff on-costs, cover costs, rates of pay and average weekly agency hours. We will walk through these each in turn below.

### 5.81 On-Costs

The first section asks for data related to staff on-costs. This includes Employers NI, Average Pension contribution and the apprenticeship levy. You will then be asked to provide data for cover costs as days e.g., Holiday, Training, Sickness etc. Please see an example below:

4. Staff costs

⚠ Please ensure these costs are correct as of April 2022

On-costs		Cover costs	
	Average % on payroll		Paid days not on rota (average per year per FTE)
Average NI %	<input type="text" value="7"/>	Holiday	<input type="text" value="21"/>
Average Pension %	<input type="text" value="4"/>	Training / Supervision	<input type="text" value="5"/>
Average apprenticeship levy %	<input type="text" value="1"/>	Sick	<input type="text" value="5"/>
		Maternity / Paternity / Adoption	<input type="text" value="0"/>
Total	12%	Suspension	<input type="text" value="0"/>
		Total	31 days
		Percentage add-on	11.89%

Data entered here will be calculated as a percentage staff on-cost, as shown above.

### 5.82 Staff Costs

The next set of fields asks for staff rates of pay. You will be asked to provide Employed staff costs - average hourly pay rate excluding on-costs including bank staff, and Agency staff costs – average hourly pay rates. Importantly, please exclude on-costs – this is the basic rate of pay **WITHOUT** on-costs. Please **use hourly rates of pay as of April 2022** to support DHSC guidelines:

Staff costs - per hour				
⚠ Please provide average hourly rates of pay for the various staff costs identified below				
		On cost (£)	Cover cost (£)	Hourly rate inc. on and cover cost (£)
Registered nursing staff	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Nursing assistants, associates or equivalents (non-RCN)	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Senior Carer (or equivalents)	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Carer	<input type="text" value="£"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Agency staff costs - per hour				
Registered nursing staff	<input type="text" value="£"/>			
Nursing assistants, associates or equivalents	<input type="text" value="£"/>			
Senior Carer or equivalents	<input type="text" value="£"/>			
Carer	<input type="text" value="£"/>			

### 5.83 Agency Staff Hours

The next section asks for data related to average agency staff hours over the last quarter. This is your average weekly agency staff input over the last quarter. We are asking for an average over the last quarter to provide a more accurate reflection of your ongoing agency costs. This information will enable a more accurate representation of direct staffing costs per resident per week by offering a current view of agency staffing requirements:

Agency hours - per week

Please specify the hours per week averaged over the 3 months ending April 2022

Hours per week (average)

Registered nursing staff

Nursing assistants, associates or equivalents

Senior Carer or equivalents

Carer

As shown above, you will be asked to specify hours per week over the last quarter for each of the staff types listed.

### 5.84 Whole home summary

Once you have completed this section, you will see a whole home summary table at the bottom of the page, providing you with an overview of:

- total average hours by staff type for 2021-22
- average hour per week of agency staff
- hourly rates for both employed and agency staff
- the cost per week for both employed and agency
- the combine cost of agency and direct staffing
- a blended rate per hour for each staff type

Whole home summary									
	Total hours for April 2022	Hours p/w agency	Hourly rate agency	Cost p/w agency	Hours employed	Hourly rate employed	Cost p/w emp	Total cost	Blended rate per hour
Nursing staff	150	12	£50	£600	138	£37.77	£5129.46	£5729.46	£38.2
Nursing assistants	100	20	£28	£560	80	£18.58	£1486.4	£2046.4	£20.46
Carer	140	25	£20	£500	115	£16.11	£1852.65	£2352.65	£16.8
Senior Carer (or equivalents)	0	12	£28	£336	-12	£28.49	£-341.88	£-5.88	£0
All nursing staff	150			£600			£5129.46	£5729.46	£38.2
All care staff	240			£1396			£2997.17	£4393.17	£18.3

### 5.9 Summary

Finally, the next section provides an overview of the data you have entered about the care home. This breaks down costs into a per resident per week value, for each of the 4 care categories identified:

Cost	Care Home occupied beds without nursing	Care Home occupied beds without nursing with dementia	Care Home occupied beds with nursing	Care Home occupied beds with nursing, dementia
<b>Care home staffing</b>				
Nursing staff	0	0	0	0
Care staff	0	0	0	0
Therapy Staff (Occupational & Physio)	0	0	0	0
Activity Coordinators	0	0	0	0
Service Management (Registered Manager / Deputy)	0	0	0	0
Reception & Admin staff at the home	0	0	0	0
Chefs / Cooks	0	0	0	0
Domestic staff (cleaning, laundry & kitchen)	0	0	0	0
Maintenance & Gardening	0	0	0	0
Other care home staffing	0	0	0	0
<b>Section total</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>
<b>Care home premises</b>				
Fixtures & Fittings)	0	0	0	0
Repairs & Maintenance	0	0	0	0
Furniture, furnishings and equipment	0	0	0	0
Other care home premises costs	0	0	0	0
<b>Section total</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>
<b>Care home supplies and services</b>				
Food supplies	0	0	0	0
Domestic and cleaning supplies	0	0	0	0
Medical supplies excluding PPE	0	0	0	0
PPE	0	0	0	0
Office supplies (Home specific)	0	0	0	0
Insurance (all risks)	0	0	0	0
Registration fees	0	0	0	0
Telephone & internet	0	0	0	0

## 5.10 Notes

The notes section allows you to provide a commentary or additional context about the care home:

1. Information 2. Expenditure 3. ROO / ROC 4. Occupancy 5. Staffing hours 6. Direct staff costs 7. Summary **Notes** Audit trail

**Notes**

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Field level comments summary

There aren't any field level comments yet.

This is an optional tab and is designed to help you communicate any specific context with the Local Authority.

## 5.11 Audit Trail

The audit section provides a full and complete audit trail of all activity related to that location:

Audit trail

Toggle	21/05/2022 10:45: Saved changes (carecubed12aolcom)
Toggle	21/05/2022 10:45: Saved changes (carecubed12aolcom)
Toggle	21/05/2022 10:42: Saved changes (carecubed12aolcom)
Toggle	21/05/2022 10:42: Saved changes (carecubed12aolcom)
Toggle	19/05/2022 12:55: Saved changes
Toggle	19/05/2022 12:54: Saved changes
Toggle	19/05/2022 12:53: Saved changes
Toggle	19/05/2022 12:27: Saved changes

This should help keep clear oversight of case activity, what changes were made and who made them.

## 6. Submitting a Location to a Local Authority

Once you are happy with your data entry, you are ready to submit your return to a Local Authority. Please review the home breakdown in the summary calculation tab to ensure you are happy before selecting 'Submit to a Local Authority':

Settings or help iESE

Locations / Lambda House Submit to a Local Authority Save location

This location is in draft and has not yet been submitted

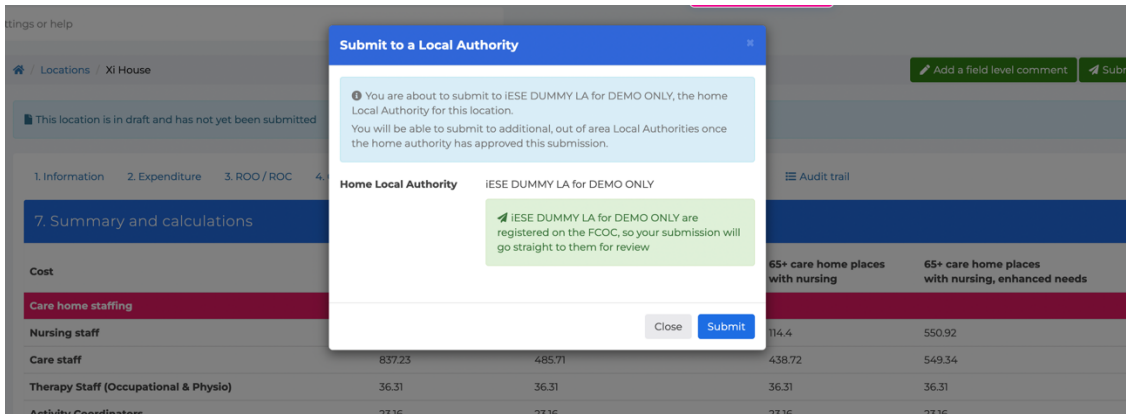
1. Information 2. Expenditure 3. ROO / ROC 4. Occupancy 5. Staffing hours 6. Direct staff costs 7. Summary Notes Audit trail

7. Summary and calculations April 2022 rates and occupancy

Cost	Care Home occupied beds without nursing	Care Home occupied beds without nursing with dementia	Care Home occupied beds with nursing	Care Home occupied beds with nursing, dementia
<b>Care home staffing</b>				
Nursing staff	0	0	54.1	0
Care staff	430.48	430.48	430.48	0
Therapy Staff (Occupational & Physio)	0	0	0	0
Activity Coordinators	0.03	0.03	0.03	0.03
Service Management (Registered Manager / Deputy)	228.7	228.7	228.7	228.7
Reception & Admin staff at the home	0	0	0	0
Chefs / Cooks	2.91	2.91	2.91	2.91
Domestic staff (cleaning, laundry & kitchen)	0.32	0.32	0.32	0.32
Maintenance & Gardening	0.03	0.03	0.03	0.03
Other care home staffing	0	0	0	0
<b>Section total</b>	<b>£662.46</b>	<b>£662.46</b>	<b>£716.56</b>	<b>£231.98</b>
<b>Care home premises</b>				
Fixtures & Fittings)	0	0	0	0
Repairs & Maintenance	0	0	0	0
Furniture, furnishings and equipment	0	0	0	0
Other care home premises costs	0	0	0	0
<b>Section total</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>

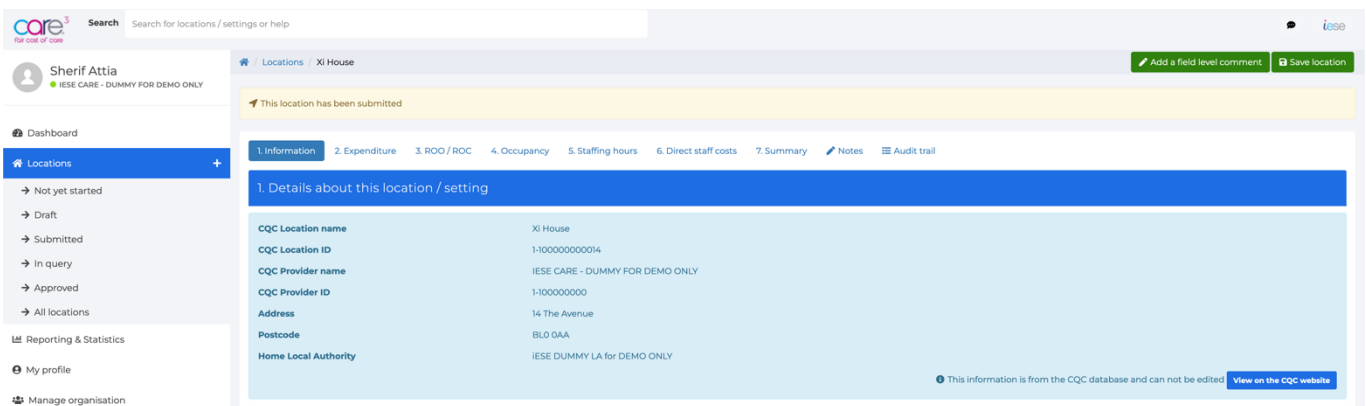
Selecting, submit to a local authority will bring up the following dialogue box:





By default, this data will be shared directly with the host Local Authority for this location. Selecting submit will share this with the identified Local Authority and notify the Council users via email that a location has been shared with them and is ready for review.

**Please note, you will be able to submit to additional out of area Local Authorities once the home authority has approved this submission. This is to prevent multiple queries on a single data set from various authorities and to ensure data shared is consistent.**



As you can see from the yellow bar – this location has now been submitted. The status on this home will change and it will appear in the submitted folder.

## 7. Location in Query

When a location is **in query** this means the Local Authority has raised some questions in relation to the information you have provided. This may be a point of clarification or a potential error or mistake in the data set.

When a Local Authority puts one of your locations into query you will receive the following notification via email:

care<sup>3</sup>  
Fair cost of care

A user from IESE DUMMY LA for DEMO ONLY has placed the location Sigma House into query for you to review.

**IESE DUMMY LA for DEMO ONLY left the following message:**  
Please could you check the points on occupancy and staff costs

Please [log into FCOC](#), [review this location](#) and [re-submit](#) when you are able.

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FCOC ID	CQC ID	Location	Range	Actions
FCOC-20	100000000020	Upsilon House IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	£1909.48 to £2658.51	<span>In query</span> <span>Open</span>
FCOC-18	100000000018	Sigma House IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	£1784.32 to £2247.91	<span>In query</span> <span>Open</span>
FCOC-17	100000000017	Rho House IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	£1144.08 to £2056.59	<span>In query</span> <span>Open</span>
FCOC-16	100000000016	Pi House IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	£818.92 to £1444.63	<span>In query</span> <span>Open</span>
FCOC-14	100000000014	Xi House IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	£1053.22 to £1665.31	<span>In query</span> <span>Open</span>
FCOC-3	100000000003	Gamma House IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	£7308.36 to £18183.5	<span>In query</span> <span>Open</span>

This informs you that a Local Authority has placed one of your locations into query for you to review any comments or query's before re-submitting the data to the Local Authority; click the hyperlink in the email to navigate directly to this location. To navigate to your in-query locations, please select the 'in query' option from the menu on the left-hand side under Locations:

When you open an 'in-query' case, there will be a large red banner across the top of the screen indicating that a case is in query:

Locations / Sigma House

Add a field level comment Re-submit to Local Authority Save location

**This location is in query**

1. Information 2. Expenditure 3. ROO / ROC 4. Occupancy 5. Staffing hours 6. Direct staff costs 7. Summary Notes Audit trail

1. Details about this location / setting

CQC Location name	Sigma House
CQC Location ID	1-100000000018
CQC Provider name	IESE CARE - DUMMY FOR DEMO ONLY
CQC Provider ID	1-1000000000
Address	18 Station Road
Postcode	CV1 1AH
Home Local Authority	IESE DUMMY LA for DEMO ONLY

This information is from the CQC database and can not be edited [View on the CQC website](#)

To navigate to the comments provided by the authority, head over to the comment's summary where all comments will be listed:

Field level comments summary

Go to field Open comments Sick 1 comment  
Most recent by Provider on 18/05/2022 10:16

Comments will appear on fields as follows:

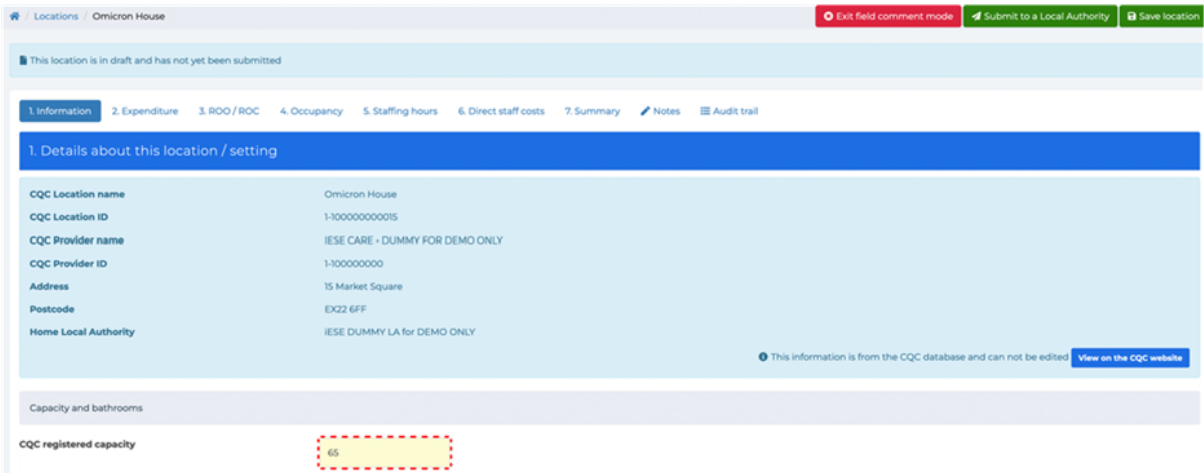
Category	Actual expenditure (£) per charging period (2021-22)	% uplift to bring to April 2022 cost base	Updated figures using April 2022 cost base
Registered nursing staff	£ 250000	% 5	£ 262500
Nursing assistants, associates or equivalents (non-RGN)	£	% 0	£ 0
Senior Carer or equivalents	£	% 0	£ 0
Carer	£ 400000	% 7	£ 428000
Therapy staff (Occupational and Physio)	£ 100000	% 5	£ 105000

1 comment

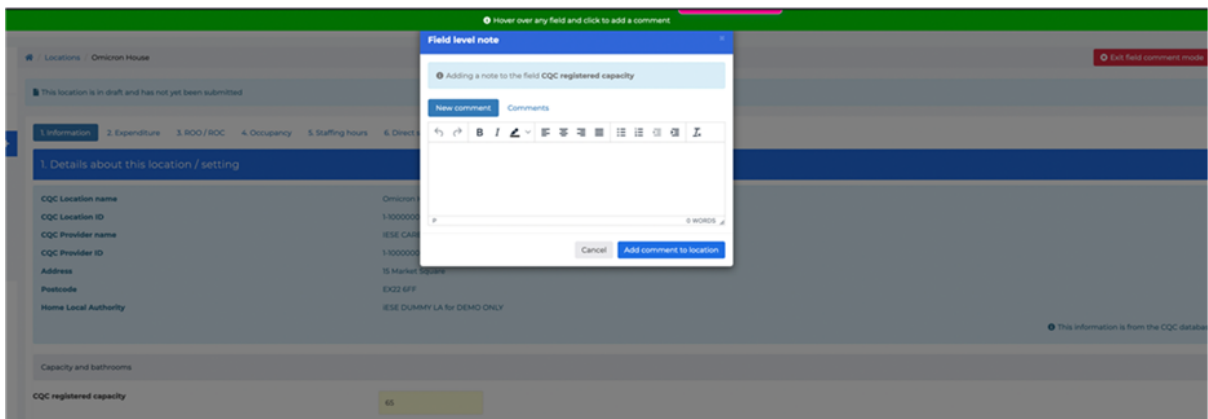
Hovering over or clicking the comment will bring the comment up onto the screen as follows:

To add field level comments to a location in query, click 'Add a field level comment':

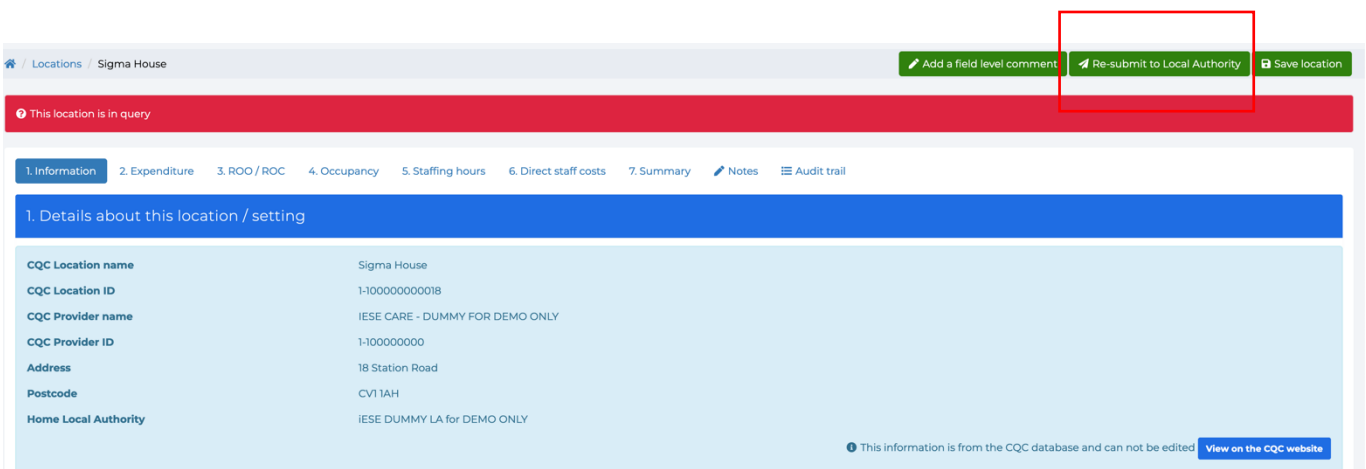
Once selected, you will be able to hover over any field and leave a comment. The field will be circled with a red dotted line (see below):



Once you click on the desire field, the following dialogue box will appear:



Once you are happy with the comments received and added, please re-submit this entry to the local authority. This works in the same way as when you originally submitted the entry, selecting the 're-submit to Local Authority' button in the top right-hand corner of the screen:



## 8. Downloading the excel workbook – Functionality available soon

### 8.1 Download your locations into an FCOC-generated workbook

You can generate templates for one or more locations by opening any 'Locations' view from the left-hand menu, then clicking one or more location to select it:

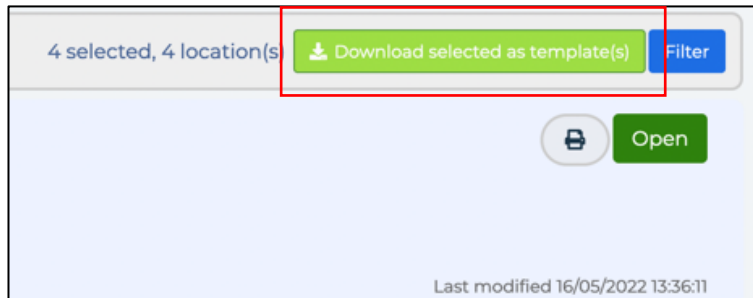
FCOC ID	CQC ID	Location	Total (all beds)
FCOC-9	1-10000000009	<b>Iota House</b> IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	Not yet calculated
FCOC-8	1-10000000008	<b>Theta House</b> IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	Not yet calculated
FCOC-7	1-10000000007	<b>Eta House</b> IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	Not yet calculated
FCOC-5	1-10000000005	<b>Epsilon House</b> IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	Not yet calculated

Clicking on any part of the location bar above will shade this blue, indicating it is selected:

FCOC ID	CQC ID	Location	Total (all beds)
FCOC-9	1-10000000009	<b>Iota House</b> IESE CARE - DUMMY FOR DEMO ONLY IESE DUMMY LA for DEMO ONLY LA has registered on FCOC This LA has set a submission deadline of 30/06/2022	Not yet calculated

If you choose one location the Excel template will contain just that location. If you select multiple locations and click to download, the Excel document will contain multiple columns for each location.

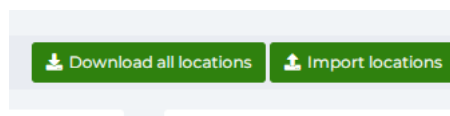
Once you have selected each location you wish to include in the workbook, please select 'Download selected as template(s)':



This will automatically begin to download the file which will be available in your recent downloads folder.

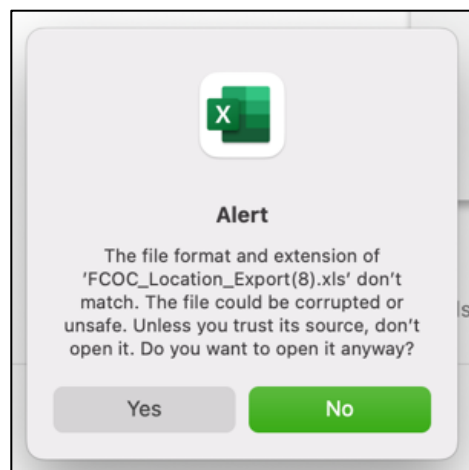
### 8.11 Select all location option for FCOC workbook

Alternatively, you can download all locations into a single file. This is available via the dashboard view and will download all locations regardless of status into a single file ready to be imported to the system:



### 8.2 Opening the Workbook

When you try and open the workbook for the first time, you will see the following alert message:

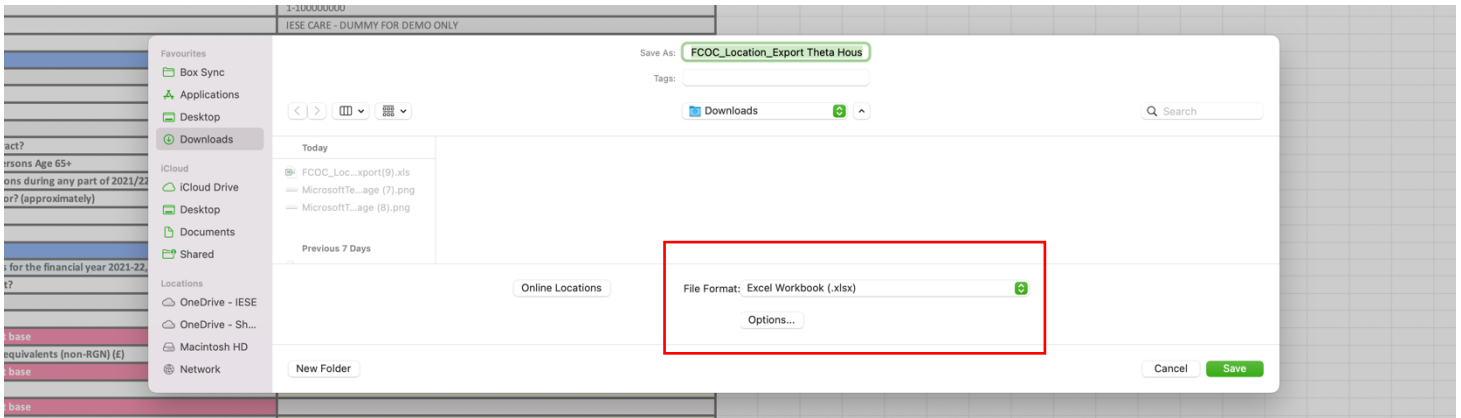


**Please trust this file and select 'Yes'** – I do want to open the file. Where possible save as a XLS or and XLSX file.

### 8.3 Saving the workbook

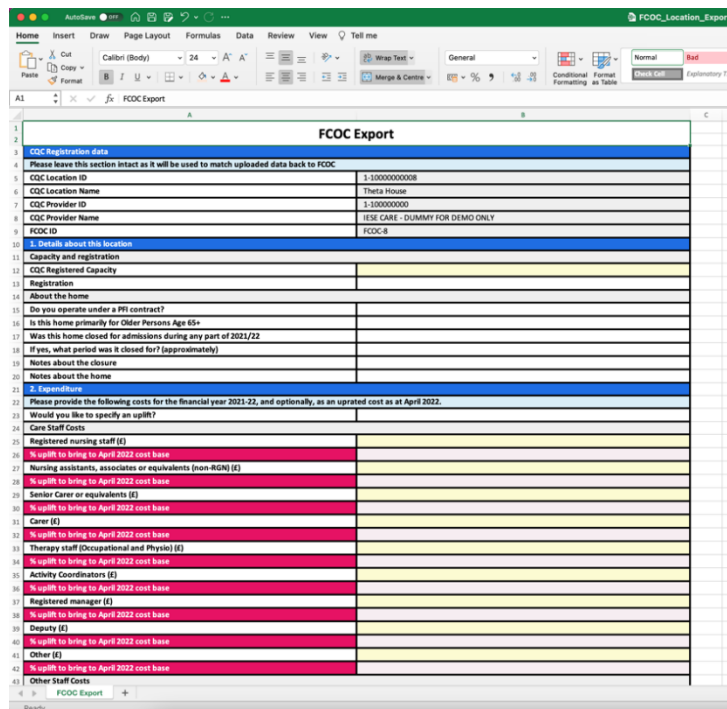
It is vitally important that the file is saved as the correct file type to enable the importer to work correctly. This means the file **must be saved as either an XLS or an XLSX file before uploading.**

Once downloaded, **PLEASE SAVE THIS AS EITHER AN XLS or XLSX File.** This is crucial to enable you to upload this file to the site:



### 8.4 Completing the workbook

Once downloaded you are free to begin populating the workbook. You may wish to use a v-lookup or index match to pull in the data from other sources:



**IMPORTANT – PLEASE DO NOT REMOVE OR ADD ROWS TO THE DATA TEMPLATE.**

This will not be accepted by the importer and will prevent you from being able to upload the file to the site.

If you do not wish to provide certain pieces of information, then please leave these blank.

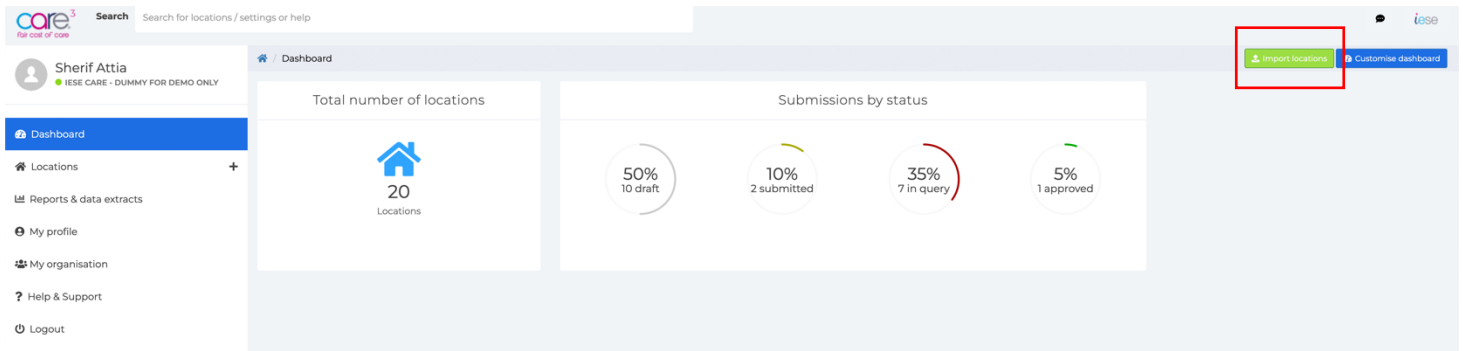
When inputting data into the workbook, please only include numerical values. No need to enter £ signs or %

## 8.5 Importing the workbook

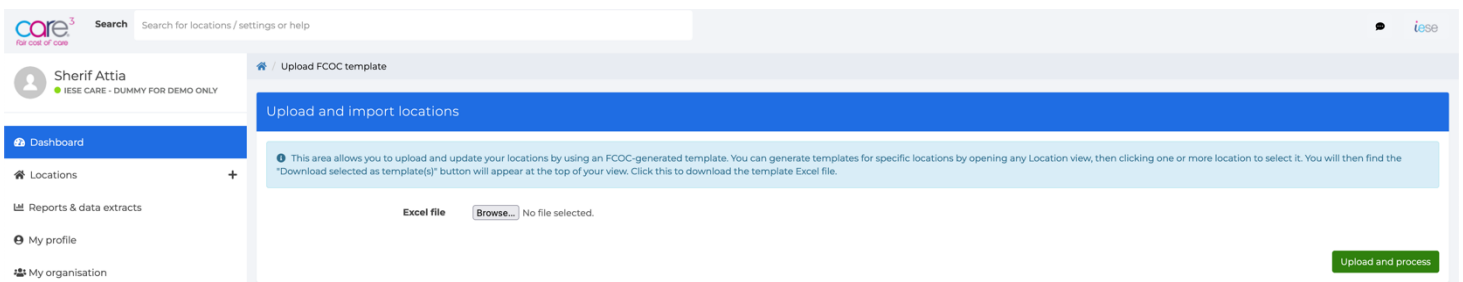
Before importing the workbook, please review for any errors, ensuring **no rows have been added, headers amended or removed.**

Next, ensure the workbook is saved as the correct file type either XLS or an XLSX file.

Then, to upload the workbook, return to the dashboard and select the **import location button** highlighted below:



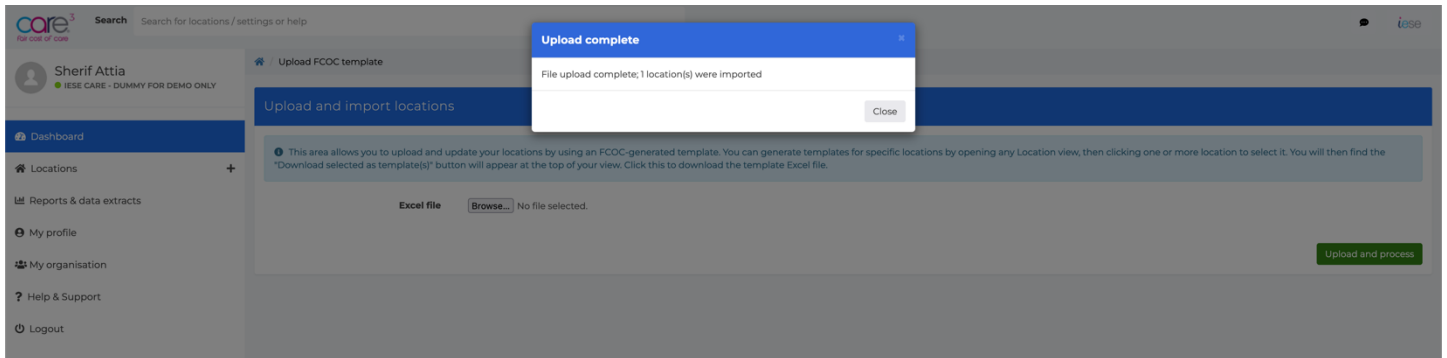
Once selected, the following dialogue box will appear, enabling you to upload your locations using the FCOC-generated workbook:



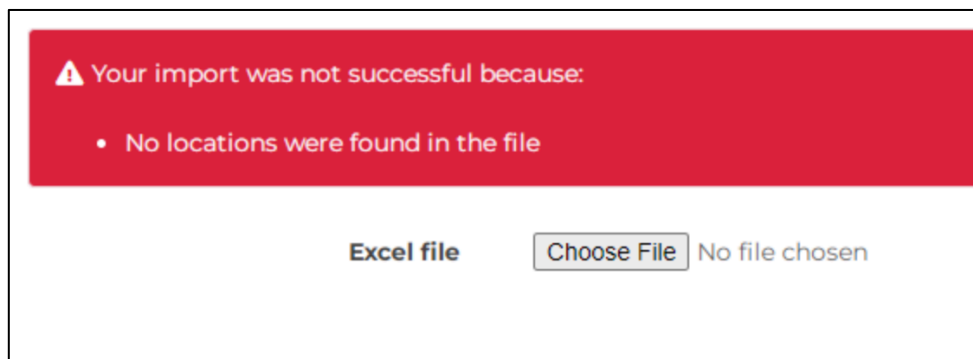


To upload your data, please select browse and find the FCOC-generated template you wish to upload ensuring it is saved as the correct file type (XLS or XLSX).

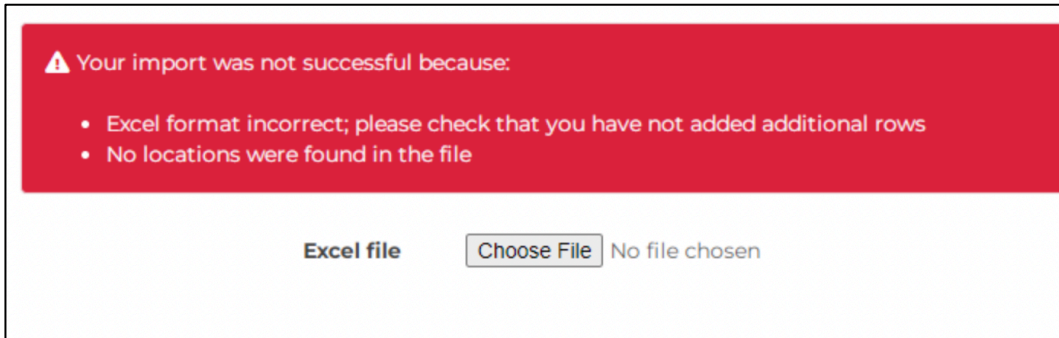
Once you have found your FCOC template, select 'Upload and process'. When uploaded you will see the following confirmation message:



- If there are any errors in the file, the upload will fail and provide details of the issue. For example, **if the file is empty or no locations are found**, we show this error:



- If the **rows have been deleted or changed**, we tell the user:



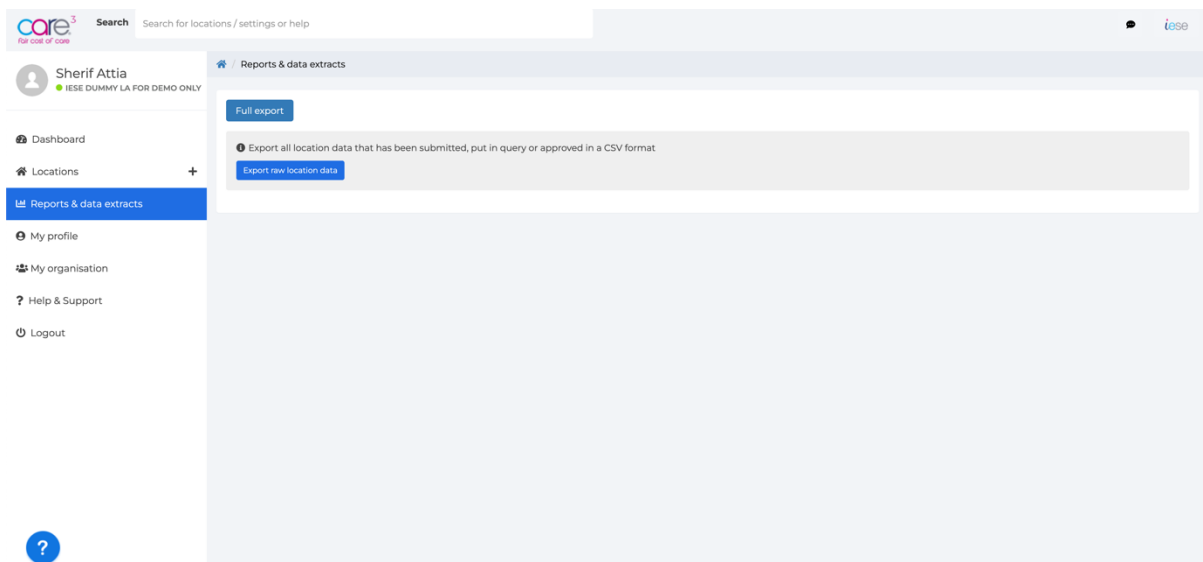
To view your newly uploaded location data – please return to your locations and review these.

## 9. Raw Data Export

To support the management of your data, we have introduced the functionality to be able to download your raw data into a CSV file. Below we walk you through how to access the raw data export and download all location related data into a single file.

### 9.1 What is the raw data export?

The raw data export allows the user to extract all the collected raw data into a CSV file, for further analysis. It is easy to access this data via the ‘Reports and Data extracts’ sub-menu:



To download your data into a raw CSV export – please select the button above 'Export Raw Location data'. This will download all your raw data into a convenient CSV file to use.

We have also included a document providing an overview of the fields in the import to aid with the analysis of this information, available in the help and support section of the tool.

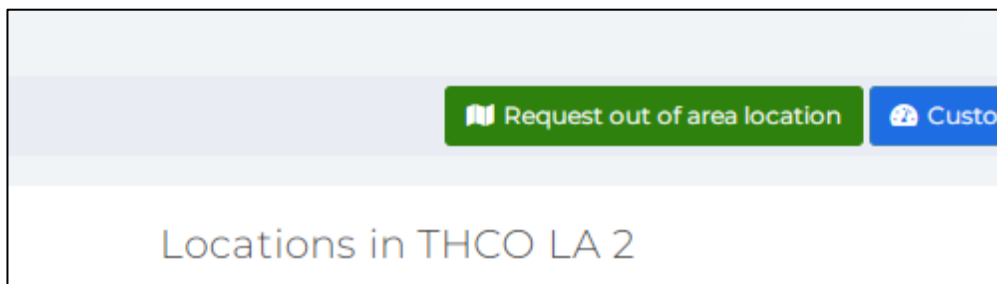
## 10. Out of Area (OAR) Data Requests

Where Local Authorities are placing within Care Homes outside of their immediate commissioning area, they may wish to receive this data from these Care Providers to use as part of the cost of care exercises.

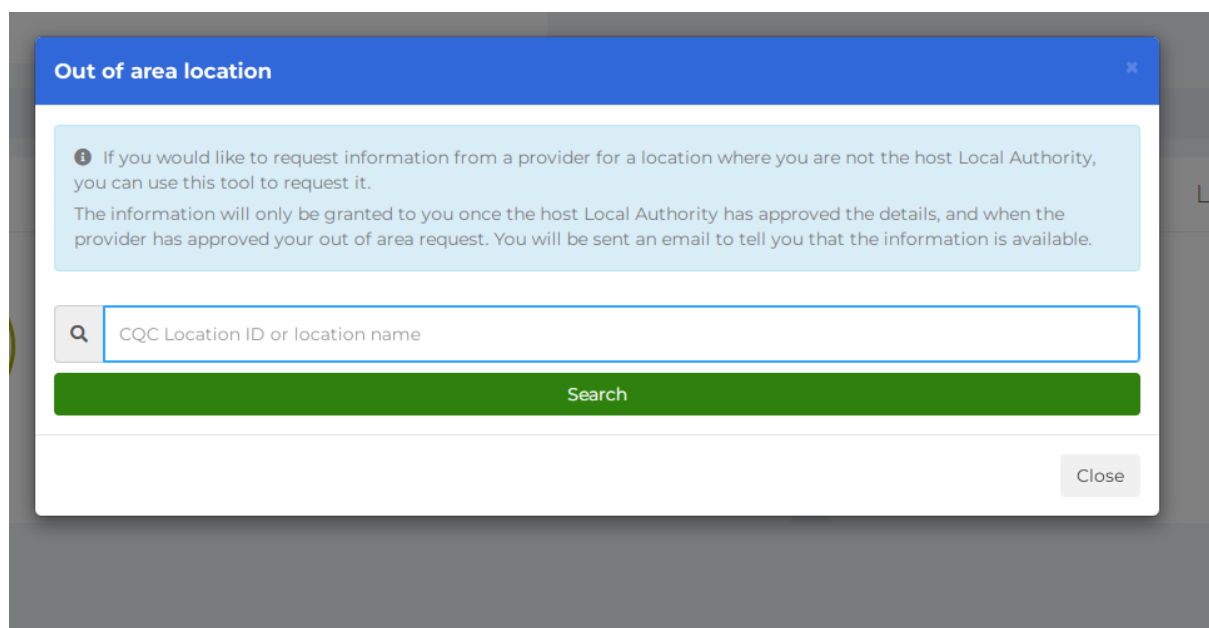
We have included functionality within the tool to enable Local Authorities to request this information from Care Providers, and for Care Providers to approve the sharing of this data.

### 10.1 Requesting Out of Area Data

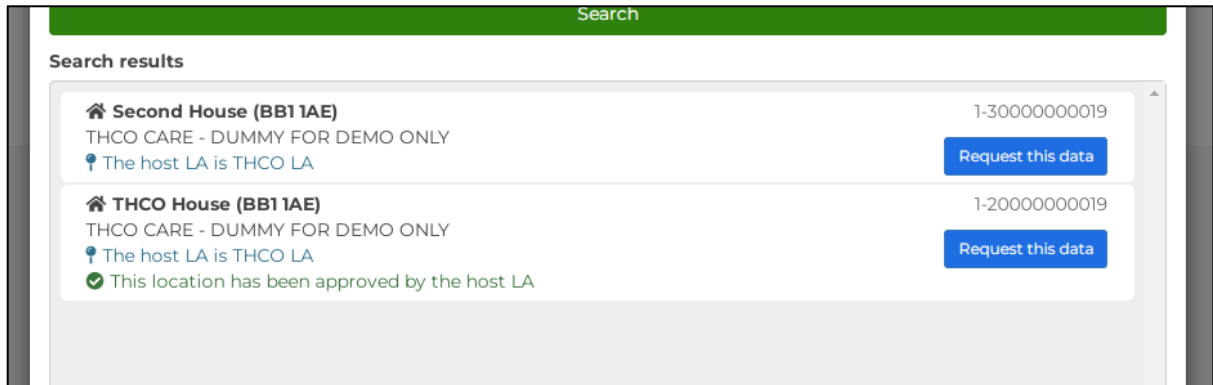
The process begins on the Local Authority side, regardless of the state of the location. To begin a request Local Authorities will see a new button on their dashboard:



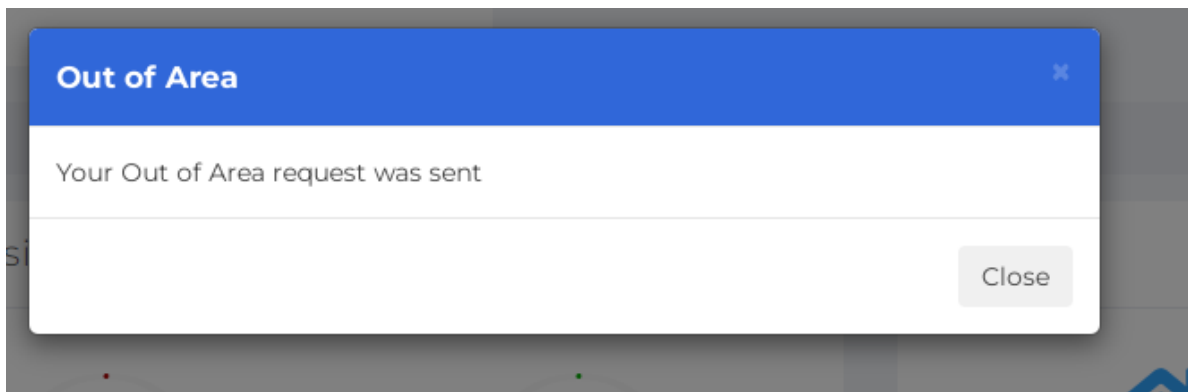
Local Authorities can perform searches by location ID or location name:



Any results will appear - and it will only show those **where the LA is not the host LA**. This is to stop them effectively requesting Out of Area access to their own host locations. We show the host LA on the search results and - should any be approved - this is also visible:



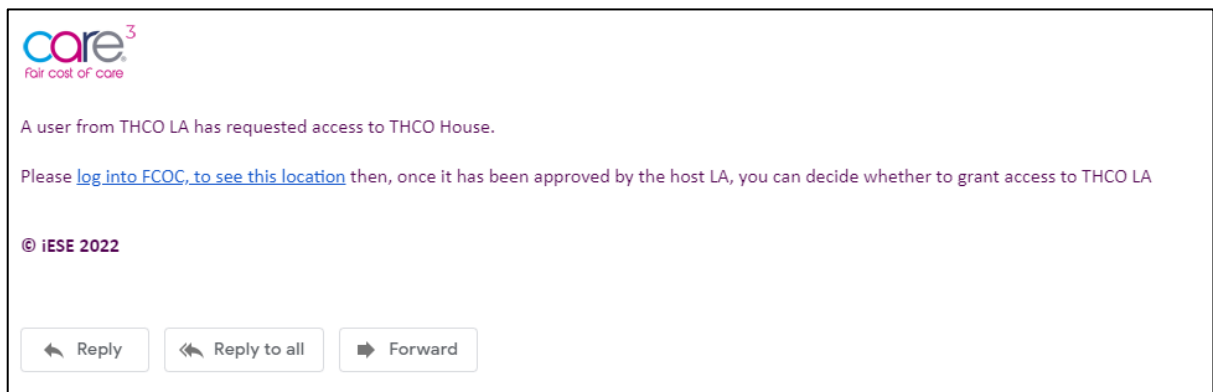
They can select any they wish to request, and will get a confirmation:



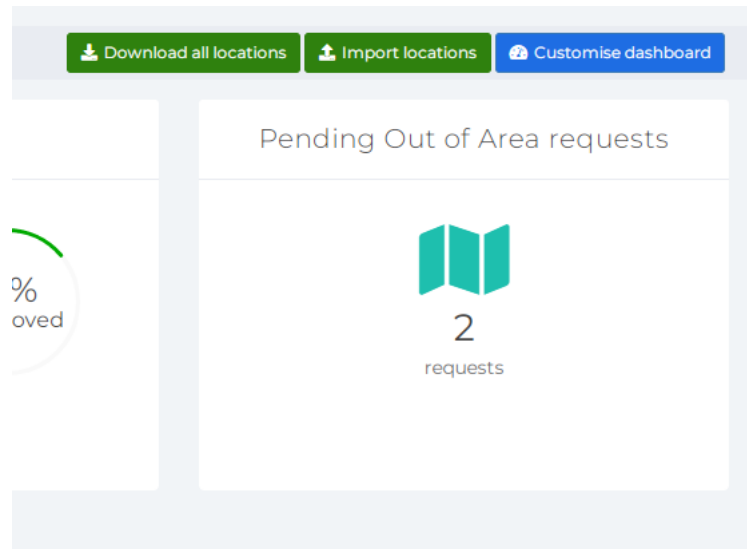
It is now over to the Care Provider to approve the data set with the host LA before approving the OAR.

## 10.2 Approving or rejection an OAR data request

If the attached provider has registered on FCOC, all users at the provider receive a message to tell them about the request:



You can now re-add the OAR widget via the customise dashboard button (or it will just update to the latest version if you have it added already). This shows them pending OARs:



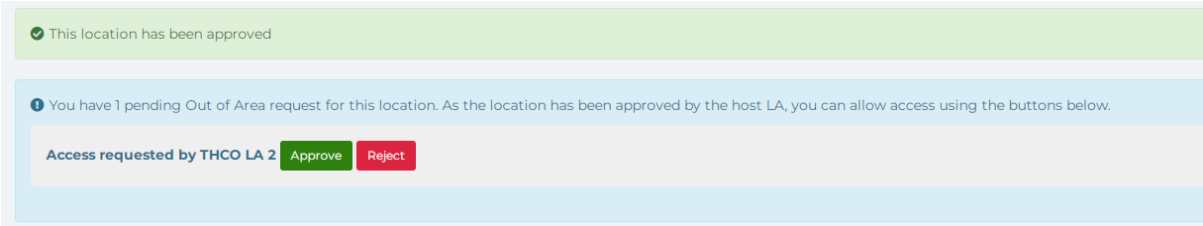
Clicking the icon sends the user into the new view with pending requests (also available in the left Locations sub-menu):

FCOC ID	CQC ID	Location	Range
FCOC-21	1:2000000019	<b>THCO House</b> THCO CARE - DUMMY FOR DEMO ONLY THCO LA LA has registered on FCOC This LA has set a submission deadline of 26/05/2022 There is a pending Out of Area request on this location	£1213.37 to £1958.11
		Approved	
FCOC-46	1:2000000022	<b>Elsewhere Court</b> THCO CARE - DUMMY FOR DEMO ONLY THCO LA2 This LA has not yet registered on FCOC This LA has marked this location as Out of Scope There is a pending Out of Area request on this location	Not yet calculated
		Submitted	

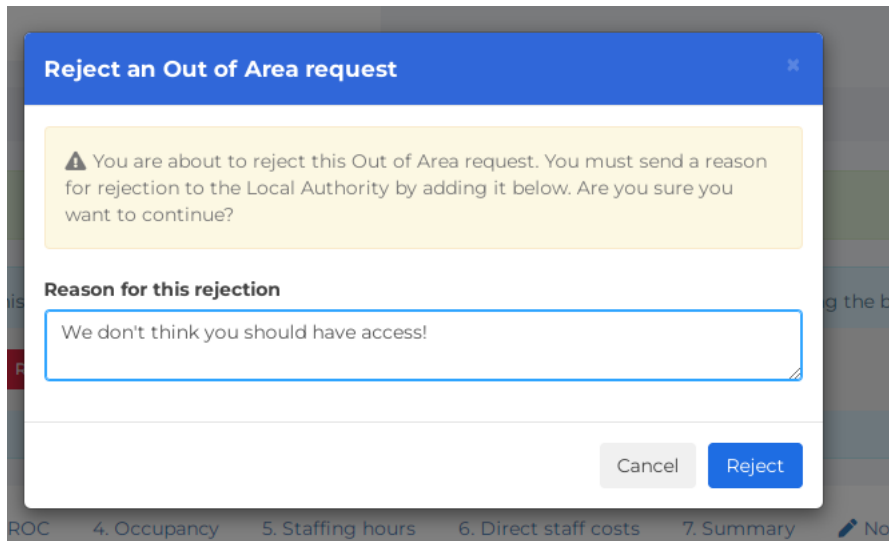
When you open a location with an OAR, if they are in any status other than 'Approved', they see an un-actionable message. This will include the situations where an OAR has been created before the provider signs up:

You have 1 pending Out of Area request for this location. Once the location has been approved by the host LA, you can allow them to have access if you approve their request.

Once approved by the Host LA and Care Provider, the provider can then actually action the approval or rejection of these OARs right there within the location itself:



If you hit Reject, they see the dialog below and can send a reason (not mandatory) back to the LA:



Once sent, the user sees a confirmation - and all LA users will receive a message telling them their request hasn't been successful (with the message from the dialog if one was added):

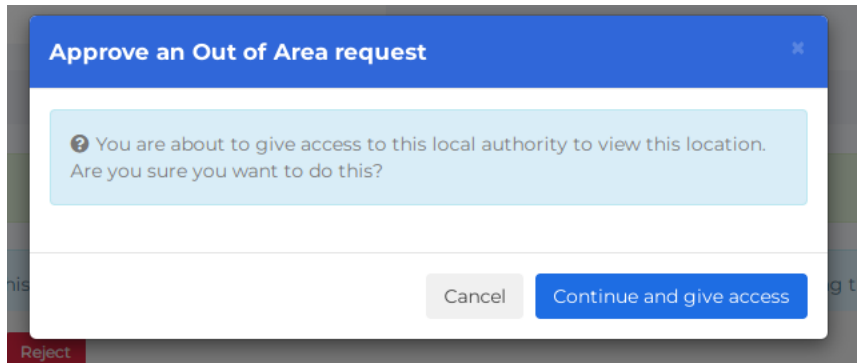
The provider has rejected your Out of Area request to access THCO House.

**provided the following reason:**

We don't think you should have access!

© IESE 2022

If you hit 'Approve', you will see the following instead:



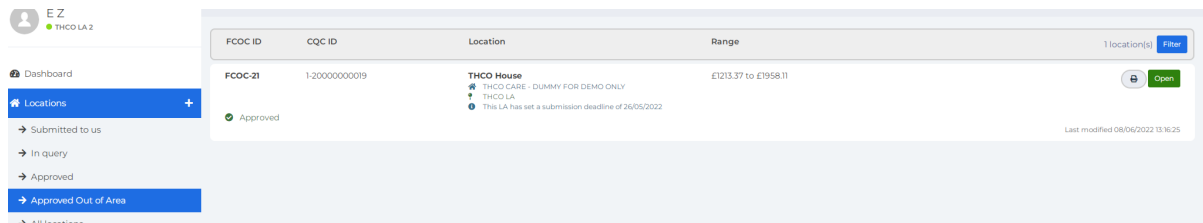
Once confirmed, LA users will be emailed - including a direct link to the location and info on how to get to these Out of Area locations:

The provider has now approved your access to THCO House.

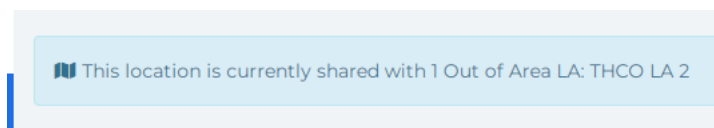
Please [log into FCOC, to see this location](#). You will also be able to find it under your Locations area in FCOC, in a view called "Approved Out of Area".

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The LA can now open the location from their new "Approved out of area" view within the Locations sub-menu on the navigation (note: there's a deliberate lack of Mark out of scope button):



If the provider opens the record, they'll now see a banner with any Out of Area LAs that have been granted access:



If the LA opens it, they'll see this message instead:

You have been given access to this Out of Area location by the provider

## 11. Adding Additional CQC IDs

To support account management, Care Providers can now add additional CQC Provider IDs and associated locations to their account. You can access this function from the “My organisation” sub-menu.

The upper section of this view has been improved to show any additional CQC IDs for the sub-orgs. There’s also a new button to allow them to add an additional CQC provider ID to their account:

The screenshot shows the 'Organisation details' page with the following information:

Organisation type	Provider
CQC Provider Name	THCO CARE - DUMMY FOR DEMO ONLY
CQC Provider ID	1-900000000
Additional sub-provider CQC IDs	1-800000000, 1-800000001

Below the table is a green button labeled 'Add additional CQC provider IDs to your account'. To the right of the table, there is a note: 'This information is from the CQC database and can not be edited' and a blue button labeled 'View on the CQC website'. At the bottom of the page, there is a field for 'Organisation legal entity name'.

When you click this, you get a similar CQC search to their original registration one. It will only allow you to search by CQC provider ID as before, and will block you from continuing if someone else (including themselves) are already registered for that org:

The screenshot shows the 'CQC Search' modal with the following content:

Please enter an additional 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 additional provider, click "Add additional provider" to confirm. This will add your organisation and all locations associated with it to your FCOC account.

Search input: 1-800000000

Search button

**Existing registration for ANOTHER CARE PROVIDER, 1 location / setting**  
Sorry, but you can not add this provider to your account because another user has already registered against it. Please contact us for more information.

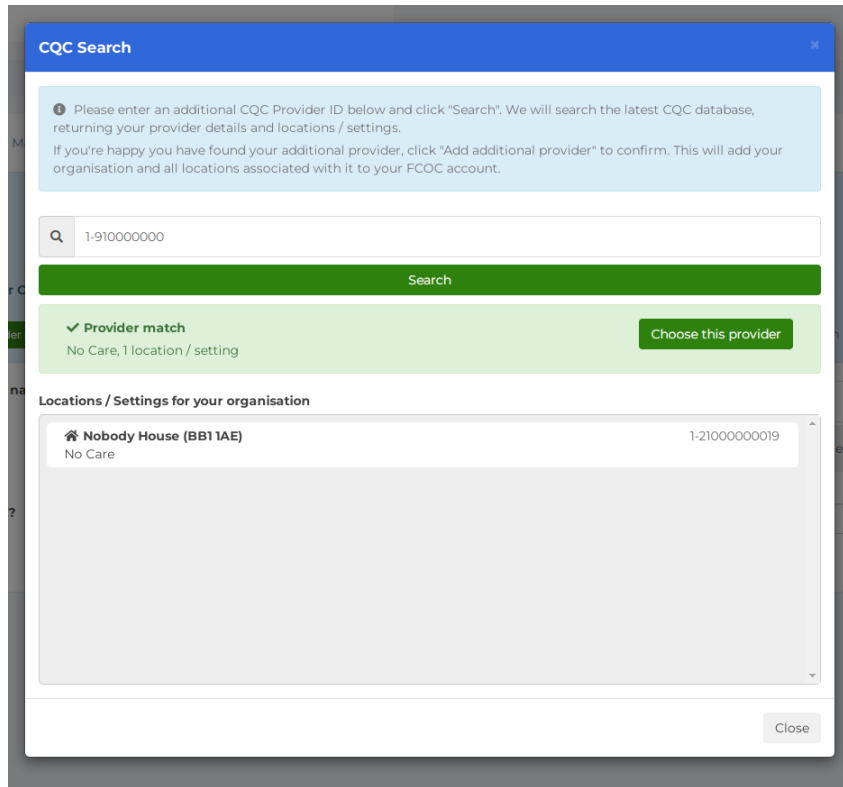
Locations / Settings for your organisation

XYZ House (BB11AE)	1-80000000019
ANOTHER CARE PROVIDER	

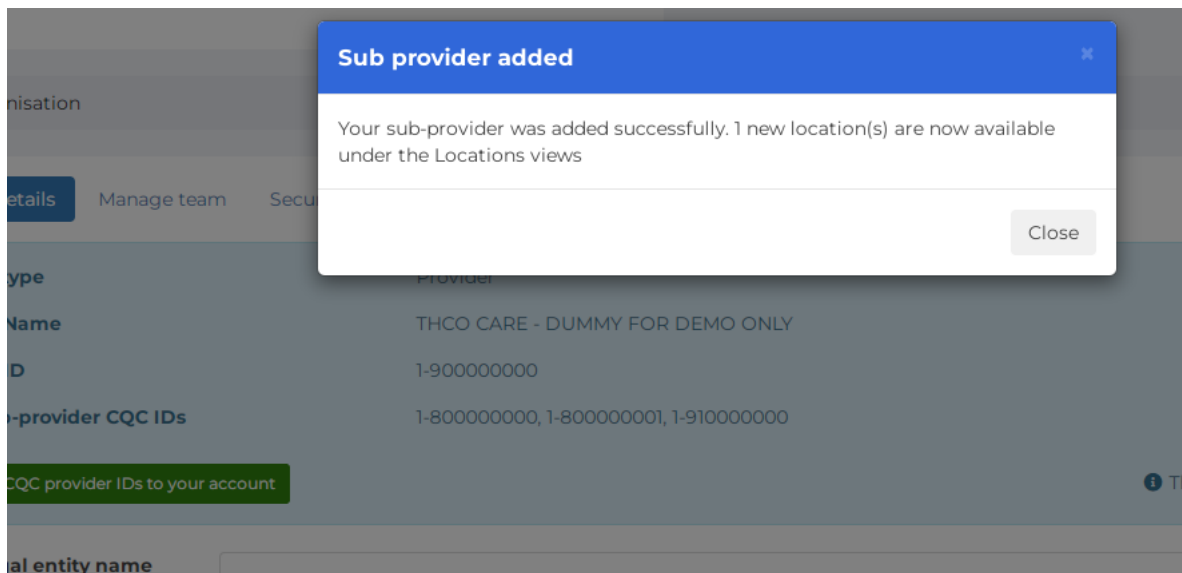
Close button



When they find an appropriate one, they can then choose it:



FCOC immediately updates, and shows a success message:



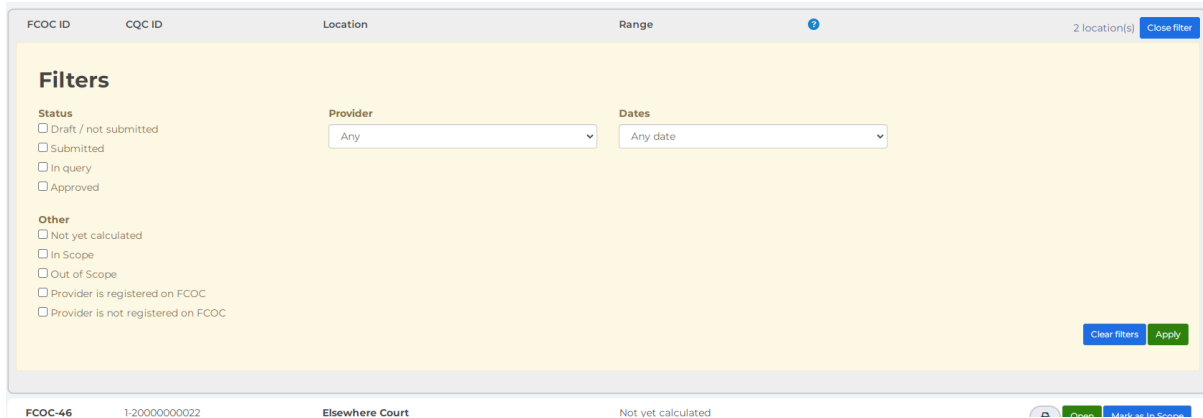
All locations under that new provider are then created, the number presented in the dialog above, and the user can then access them in the normal way.

**IMPORTANT – This process is not reversible**

## 12. Minor Tweaks & Improvements

In the latest release we have included several small tweaks and improvements, this includes:

- Improved filter view – the filter view now stands out more clearly to improve clarity:



- Improved audit view layout:

Field	Before	After
FCOC_OCC65WN_Total	1741.74	1213.37
FCOC_OCC65WNE_Total	2130.63	1407.81
FCOC_OCC65N_Total	2360.41	1644.22
FCOC_OCC65NE_Total	2793.65	1958.11
FCOC_Rented	Yes	No
FCOC_HOC_Other_Inc	N/A	No
calc_flipper	N/A	1
FCOC_FieldNotes	<pre>{   "fields": [     {       "id": "FCOC_NSC_Nursing",       "fn": "Registered nursing staff",       "comments": [         {           "comment": "1234",           "timestamp": "20/05/2022 14:43",           "user": "edward.melconian+26@googlemail.com",           "orgtype": "1"         },         {           "comment": "xxxxx",           "timestamp": "23/05/2022 16:10",           "user": "edward.melconian+26@googlemail.com",           "org": "THCO CARE - DUMMY FOR DEMO ONLY",           "orgtype": "1"         }       ]     }   ] }</pre>	<pre>{   "fields": [     {       "id": "FCOC_NSC_Nursing",       "fn": "Registe",       "comments": [         {           "comment": "1234",           "timestamp": "20/05/2022 14:43",           "user": "edward.",           "orgtype": "1"         },         {           "comment": "xxxxx",           "timestamp": "23/05/2022 16:10",           "user": "edward.r",           "org": "THCO CARE - DUMMY FOR DEMO ONLY",           "orgtype": "1"         }       ]     }   ] }</pre>